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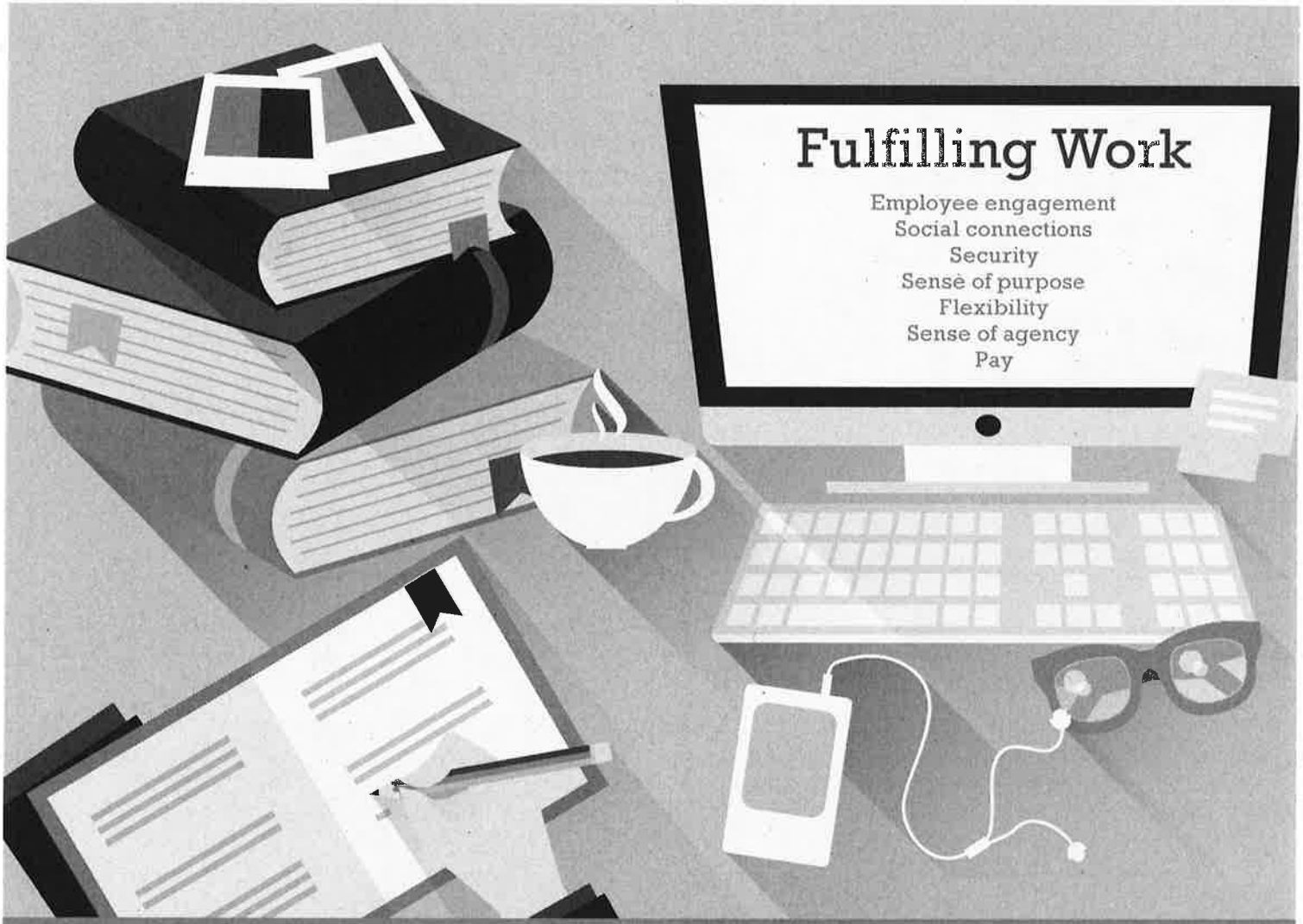

Work and Wellbeing
Exploring data on inequalities

Rachel Ormston & Steven Hope
Ipsos MORI Scotland for Carnegie UK Trust

Fulfilling Work

Research

Work and Wellbeing: Exploring Data on Inequalities

2016

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1 Introduction

The Carnegie UK Trust has identified 'fulfilling work' as a key thematic priority in its 2016-2020 strategic plan.

The Trust's focus on fulfilling work comes at a time when employment levels are relatively high – the proportion of workless households fell from 20.5% in 1996 to 15.4% in 2015[1] and the employment rate in the UK reached its highest level on record (73.5%) for those aged 16-64 by the first quarter of 2015)[2]. Unemployment nonetheless remains a crucial policy issue – the impact it has on those affected is particularly stark against a background of cuts to benefits and rising living costs, and there remains significant inequality in who does and does not have access to paid work. However, in a context where fewer households are completely out of work, it is also important to assess the nature and quality of the work available. Are people able to access jobs that are 'fulfilling' in terms of pay and conditions, hours, job satisfaction and other, more subjective, criteria?

To support development of work in this area, the Trust commissioned Ipsos MORI Scotland to carry out an initial analysis of what existing data can tell us about 'fulfilling work'. The Trust is particularly interested in evidence about inequalities – demographic, sectoral and regional – in access to or experience of fulfilling work. This report presents the findings from this scoping work and initial analysis.

This is not intended to be a comprehensive account of all the available data on fulfilling work – it is far too broad a theme to explore comprehensively in a single short report. Neither do we explore every theme in the same level of detail – the report focuses on those topics and sub-groups identified in dialogue with the Trust as being of particular interest at this point. We hope, however, that the findings will help promote wider thought and discussion around some of the patterns in terms of who does and does not have access to different elements that might be thought to help make work 'fulfilling'.

The report is structured as follows:

- In section 2, we introduce the themes the Trust has identified as relevant to understanding 'fulfilling work', and summarise the main data sources we have used to explore this.
- Sections 3 to 5 present findings (drawn primarily from the Labour Force Survey and Workplace Employee Relations Survey) on the three strands of 'fulfilling work' the Trust is primarily interested in – quality work, availability of work, and work and wellbeing.
- In section 6, we summarise findings from analysis of the 2011 Workplace Employee Relations Survey that attempts to explore overarching patterns in the distribution of 'fulfilling work' by sector and region.
- Finally, section 7 presents some brief conclusions and reflections on our findings.

1 Gregg, P and Finch, D, *Employing new tactics: the changing distribution of work across British households*, London: Resolution Foundation 2016

2 MacInnes, T, et al, *Monitoring Poverty and Social Exclusion*, York: JRF 2015

2 Exploring 'fulfilling work'

Concepts and themes

The relationship between employment and a wide range of economic, social and health outcomes is well known and widely documented. Those in employment tend to enjoy better prospects not only economically but also in terms of their physical, mental and psychosocial wellbeing[3]. However, it is equally clear that the strength of any link between work and wellbeing in part depends on the nature and quality of that work. It is this broader notion that is reflected in 'fulfilling work' and related terms, such as 'decent' or 'meaningful work'.

'Fulfilling work' as a concept could clearly encompass a wide range of different elements of people's jobs and how they experience them. Employment research commonly draws a distinction between 'hygiene factors' – objective factors relating to the extrinsic conditions of people's work like pay, terms and conditions, job security and so on – and 'motivators', which relate more to the intrinsic nature of the work itself, such as recognition, responsibility, challenging work, and sense of achievement. Herzberg, the psychologist who initially proposed this distinction[4], showed that while hygiene factors have a strong influence on dissatisfaction with work, motivation factors have a strong link with satisfaction. So in order to avoid dissatisfaction *and* promote active satisfaction – and both are arguably required for work to be experienced as 'fulfilling' in the broadest sense – employers must address both hygiene and motivation factors.

The Carnegie UK Trust has identified three key themes and a number of sub-themes they are particularly interested in under the broad topic of 'fulfilling work'. Those listed under 'quality of work' relate primarily to 'hygiene factors' (although opportunity for progression is sometimes viewed as a 'motivator'). Those listed under 'work and wellbeing' relate primarily to 'motivators' (although the employee-line manager relationship is often seen as a 'hygiene factor' in employee research). Meanwhile, 'availability of work' comprises a range of cross-cutting issues that may impact on individual's access to fulfilling work.

Data sources

Ipsos MORI Scotland was asked to assess the best available quantitative data on each of the broad themes above, and to carry out some initial analysis focused particularly on demographic, regional and sectoral inequalities relating to these. Our primary analysis was conducted using the **Quarterly Labour Force Survey** (October-

3 Waddell, G and Burton, A.K. *Is work good for your health and wellbeing?* London: TSO 2006

4 Herzberg et al *The Motivation to Work* New York: John Wiley 1959

Carnegie Trust's themes of interest relating to 'fulfilling work'

Availability of work	Quality of work	Work and Wellbeing
Job-seeking behaviour	Income/pay	Personal agency at work and employee engagement
Benefits sanctions	Terms and conditions of employment (i.e. paid leave, predictable hours, health and safety)	Work-life balance
Over or underemployment	Job security	Management support
Discrimination	Opportunities for progression and training/skills development	Social connections through work
		Work that has 'meaning'
		Job satisfaction

December 2015) and the **Workplace Employee Relations Survey 2011**.

The Labour Force Survey (LFS) involves interviews with some 90,000 people in each quarter of the year. It is the largest and most widely used source of data on the employment circumstances of the UK population and includes data on many of the themes the Trust is interested in, including pay, terms and conditions, hours, job seeking behaviour, and over and underemployment. However, most of the questions included in the LFS focus on objective characteristics of people's jobs, rather than their subjective assessments of the nature of their work or their psychological orientations towards it.

These kinds of factors – including perceived work-life balance, employee engagement, and agency at work – are covered in detail in the Workplace Employee Relations Survey (WERS) series. WERS collects data from employers, employee representatives and employees in a representative sample of workplaces. The most recent wave (2011) collected data from over 21,000 employees in Britain. While it now runs the risk of being dated (data collection ended in 2012), its size and scope mean it remains the best source for exploring variation in UK employee views on these themes.

Throughout this report, we also make reference to:

- Understanding Society – the UK's largest longitudinal study of households, involving interviews with people in around 40,000 households on a wide variety of topics, including employment.
- The European Working Conditions Surveys (EWCS) – a multi-country survey collecting detailed information on working conditions across Europe, it includes around 1,600 cases in the UK in its most recent wave (2015).

However, in the end the scope of WERS and LFS, in terms of both topic coverage and sample size, meant these were judged the most appropriate data sources on which to focus our analysis.

Analysis and conventions

Most of the analysis included in this report is based on simple cross-tabulation (using SPSS) to explore variations on the key themes of interest to the Trust by:

- Demographic factors – particularly gender, age, ethnicity, disability and income
- Region
- Industry sector

The data are weighted (but all bases shown in tables are unweighted).

While we did not carry out a formal literature review, the research team carried out a brief scoping exercise to try to ensure that we focused on those areas where there appeared to be less existing published analysis, either in terms of specific themes or specific inequalities. The following sections incorporate key findings from this scoping exercise alongside the results of our own analyses.

3 Variations in access to 'quality work'

In this section, we summarise key findings around 'quality work'.

As discussed in the previous section, the themes the Trust has identified under 'quality work' primarily relate to objective, factual attributes of peoples' jobs – how much they earn, whether their employment contract is secure, whether they have regular and predictable hours, how much training they are offered, and so on.

Income and pay

Inequalities in income and pay are perhaps the most widely analysed and documented of the themes the Trust is interested in, with the Resolution Foundation's annual review of Low Pay in Britain and the Joseph Rowntree Foundation's annual 'Monitoring Poverty and Social Exclusion' both key sources of evidence.

In terms of the broad context of trends in pay in the UK, the Work Foundation[5] has argued that, over the long-term, the **UK labour market has become increasingly polarised into high and low wage employment**, and that **wage inequality** has also increased. More recently, average pay levels also fell following the financial crisis. The Resolution Foundation's Low Pay in Britain[6] uses data from the Office for National Statistics' (ONS) Annual Survey of Hours and Earnings to show that, adjusting for inflation, pay fell five years in a row from 2010 to 2014 before starting to rise again. Average pay in 2015 remained below the pre-financial crisis peak, however. Corlett and Gardiner argue by the time it catches up, 'there will have been a lost decade of pay growth'.

In 2014, **one in five employees in Britain were low-paid[7]** (based on the most commonly used definition of gross hourly earnings below two-thirds of median), while 2% were extremely low-paid (earnings below one-half of median). Those most likely to be low-paid (findings from Corlett and Gardiner, 2015, unless otherwise stated) include:

- **Women** – 26% earned below two-thirds of median gross hourly earnings in 2014, compared with 17% of men. Analysis by the Fawcett Society (2014)[8] indicated that two-thirds of those on low pay were women and that the gender pay gap widened in 2013 for the first time in five years.
- **Young people** – However, the likelihood of a pay rise declines with age.[9]
- **Disabled people** – who are more likely to be low-paid than non-disabled adults even when controlling for education. For example, 13% of disabled people qualified to degree or higher education level are paid less than two-thirds of median income, compared with 10% of non-disabled people qualified to this level. Among those with low/no qualifications, 44% of disabled adults were low-paid, compared with 35% of non-disabled adults with low/no qualifications.[10] People with disabilities were also less likely to progress from low-paid to better-paid jobs over the course of the decade from 2001.[11]
- **Ethnic minority groups** are more likely to work for less than the living wage.[12]

5 Lee, N et al, *Wage inequality and polarisation in British cities* Work Foundation, available at: online 2013 http://www.theworkfoundation.com/DownloadPublication/Report/334_Wage%20inequality%20and%20employment%20polarisation%20in%20British%20cities%20FINAL.pdf

6 Corlett, A and Gardiner, L, *Low pay Britain 2015*, London: Resolution Foundation 2015

7 Ibid

8 *The Changing Labour market 2: Women, Low Pay and Gender Equality in the Emerging Recovery*, Fawcett Society; online 2014) http://www.fawcettsociety.org.uk/wp-content/uploads/2014/08/The-Changing-Labour-Market-2.pdf

9 Gardiner, L, *Who's been getting a pay rise?* London: Resolution Foundation 2015

10 MacInnes, T et al, *Monitoring Poverty and Social Exclusion*, York: JRF 2015

11 D'Arcy, C, and Hurrell, A, *Escape plan: understanding who progresses from low pay and who gets stuck*, London: Resolution Foundation, 2014

12 Brynin, M and Longhi, S, *The effect of occupation on poverty among ethnic minority groups*, York: JRF 2015

- **Part-time and temporary workers** – 42% of part-time workers are low-paid compared with 13% of those working full-time. Part-time workers make up 56% of the low-paid population, while 35% of temporary workers are low-paid, compared with 20% of permanent employees. Full-time employees are more likely to get a pay rise than part-time employees.[13]

- **Self-employed people** are paid lower than employees on average[14]. See discussion below for potential reasons for this and further issues around self-employment and quality of work.

- Those in **lower-skilled occupations** – three in five of those in elementary occupations (cleaners, security guards, catering assistants, leisure workers and bar staff, for example) and sales and customer service occupations (retail assistants, cashiers and telephone salespersons, for example) were low-paid in 2014, as were almost two in five of those in personal services (social care and childcare, for example).

- Those in the **hospitality, retail and care sectors**. More than two-thirds (68%) of employees in the hotels and restaurant sector are low-paid, compared with just 2% in the public administration and defence sector.

- Those in the **private sector** are more likely to be low-paid than those in the public sector. However, those in the public sector have recently been much less likely to get a pay rise[15] and/or to experience wage cuts or freezes[16] though other analysis suggests that- over a longer period – working in the private sector is negatively linked to escaping from low pay.[17]

13 Gardiner, L, *Who's been getting a pay rise?* London: Resolution Foundation 2015

14 D'Arcy, C and Gardiner, L, *Just the job – or a working compromise? The changing nature of self-employment in the UK*, London: Resolution Foundation 2014; See also MacInnes et al, *Monitoring Poverty and Social Exclusion*, York: JRF 2015

15 Gardiner, L, *Who's been getting a pay rise?* London: Resolution Foundation 2015

16 van Wanrooy et al, *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

17 D'Arcy, C and Hurrell, A, *Escape plan: understanding who progresses from low pay and who gets stuck*, London: Resolution Foundation 2014

- Those in **very small and very large firms** – 35% of those employed in firms with fewer than 10 employees were low paid, as were 29% of those in firms with 5,000+ employees, compared with 20% among those with 250-4,999 employees and 23% of those in firms with 50-249 employees. However, working for a larger employer is positively correlated with being more likely to move out of low pay over time.[18]

- There is also a clear difference in pay levels between the South East – especially London – and the rest of the UK. 12% of workers in London earned less than two-thirds of median hourly pay, compared with around one in four in many other areas, including the **East Midlands** (26%), **West Midlands, Wales, Yorkshire and the Humber** (all on 25%). Of course, these comparisons do not take into account the higher cost of living in London and the distinction is less marked when looking at the proportions below the London Living Wage/National Living Wage for the rest of the country. Those in London are only three percentage points less likely to be low-paid on this measure compared with the national average (19% vs 22%). The Resolution Foundation have also looked at variations in the level of workers on low pay between cities[19] finding that, in addition to London, Glasgow and Bristol fare well, while Sheffield, Birmingham and Nottingham fare less well.

- Those who have **recently moved out of unemployment** are particularly likely to be low-paid. In the three spring quarters up to 2014, 560,000 people who were unemployed 12 months earlier were in work and of these, 60% were in low-paid work.[20]

Terms and conditions and job security

Terms and conditions and job security are discussed together here, since data relevant to these two themes overlap to a considerable degree – for example, temporary working and zero hours contracts relate both to terms and

18 Ibid

19 Corlett, A, *Paved with gold? Low pay and the National Living Wage in Britain's Cities*, London: Resolution Foundation 2016

20 MacInnes et al, *Monitoring Poverty and Social Exclusion*, York: JRF 2015

conditions and to job security.

Nature of contract

The Resolution Foundation[21] use the LFS to argue that broadly **the level of insecurity among the workforce has not changed much** in the last two decades, but that there has been an **increase since the recession** in specific types of atypical and low-quality employment, including **involuntary part-time working**, **less secure self-employment** and **zero hours contracts**. Although these each affect only relatively small numbers of employees, taken together they imply a sizeable minority face particularly acute forms of job insecurity.

- In the first half of 2015, almost 1.7 million workers were on some kind of **temporary contract**. Of these, 35% were taken up because a permanent position was not available. The number of people taking temporary contracts on an involuntary basis is 45% higher than pre-recession[22], although the overall level of use of temporary contracts has not changed[23].

- 2.5% of those in employment are on **zero hours contracts.**[24]
  - Zero hours contracts are most prevalent among **young adults**, aged 16-24 – 41% of all those on zero hours contracts are in this age group. Of these, 53% are studying towards a qualification – this group could be using the flexibility of a zero hour contract to fit it around education.[25] However, 37% of all those on zero hours contracts would like more hours.[26]
  - People on zero hours contracts are also more likely to be **part-time** and **female.**[27]
  - Use of zero hours contracts is much more common among **large businesses** compared with small employers.[28]
  - Use also varies by sector: 26% of **accommodation and food services** businesses used some zero hours contracts, compared with 5% of construction companies[29]. Similarly, analysis of WERS suggests that use of zero hours contracts is particularly high (and has increased most) in the **hotels and restaurants sector.**[30]

Predictable hours

The central potential problem with zero hours contracts is that they mean people lack predictable or reliable hours, and therefore do not have a predictable income. However, there are other forms of unpredictable hours, including working an 'annualised hours' contract (whereby your contract is for so many hours a year, rather than a set number of hours a week or month) and on-call working. The relationship between each of these forms of unpredictable hours and 'fulfilling work' is debatable – on-call working is a feature of some professions (like vets and GPs) who may score highly on other factors like pay and sense of achievement. Meanwhile, annualised hours can allow people greater flexibility, allowing them to take large chunks of time off for childcare, for example.[31] However, this may not be the case for all those who experience these forms of working, and to the extent that unpredictability of hours may add to stress, it is nonetheless worth considering variations in these features of work.

Ipsos MORI Scotland's analysis of the Labour Force Survey (2015 Quarter 4) shows that while each of these kinds of unpredictability only affect a minority of employees (2.5% are on zero hours contracts, 4.5% work annualised hours and 2.2% do some on-call working), in total, 9.1% of employees experience at least one of these three kinds of unpredictable hours.

21 Gregg, P and Gardiner, L, *A steady job? The UK's record on labour market security and stability since the millennium*, London: Resolution Foundation 2015

22 MacInnes et al, *Monitoring Poverty and Social Exclusion*, York: JRF 2015

23 van Wanrooy et al, *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

24 Contracts which do not guarantee a minimum number of hours. See, LFS Oct-Dec 2015, ONS 2016

25 MacInneset al, *Monitoring Poverty and Social Exclusion*, York: JRF 2015

26 LFS Oct-Dec 2015, ONS 2016

27 Ibid

28 Ibid

29 Ibid

30 van Wanrooy et al, *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

31 ACAS note that annualised hours can be advantageous to employees where they benefit from longer and more regular breaks and higher basic pay that is received in even sums as a salary. However, they also note that employees on annual hours contracts may be required to work extra hours at short notice, which may disrupt planned leisure time, and can be expected to work longer hours seasonally, including through the summer – see http://www.acas.org.uk/index.aspx?articleid=4288

In terms of who is more or less likely to work these types of unpredictable hours (see Annex A Table A.1):

- **Young people**, aged 16-24 are more likely to have unpredictable hours (13.1%, compared with 7.9-9.4% of those in other working age groups). This is primarily driven by their higher likelihood of being on a zero hours contract (as discussed above) – they were in fact less likely than other age groups to work annualised hours or to do any on-call working.

- People from **Black/African/Caribbean ethnic backgrounds** are more likely to work one or more of these kinds of unpredictable hours (13.3% compared with 9.1% of those from white backgrounds).

- There is relatively little variation overall by gender or disability (although as noted above, women are more likely to be on zero hours contracts, while men are more likely to do some on-call working).

- Variations by region seem to be driven primarily by differences in the proportion working annualised hours – people in the **North West**, **West Midlands** were most likely to work annualised hours, as were those in Northern Ireland. Experience of zero hours contracts, on the other hand, is particularly low in Northern Ireland, and is highest in the **South West**.

- Our analysis confirms that those in the **distribution, hotels and restaurants** sector are particularly likely to be on zero hours contracts (4.6%), as are those in **'other services'** (4.3%[32]). Use of annualised contracts appears to be most common for those in the **energy and water sector** and in **public administration, education and health**.

- While those in the private sector are more likely to be on a zero hours contract, those in the public sector are more likely to work annualised hours or to do some on-call working.

32 The 'Other services' sector (based on SIC 2007) includes Arts, entertainment and recreation; Activities of households as employers; activities of extraterritorial organisations; and miscellaneous other service activities.

Overtime

The most common form of 'unpredictable hours' is of course (unplanned) overtime. **Ipsos MORI Scotland's analysis** of Labour Force Survey data for the last quarter of 2015 (see Annex A Tables A.2 and A.3) shows that 35% of those in employment report that they ever do overtime. Overtime is more common among:

- **Men** (37.2% compared with 33.0% of women). Those men who work overtime are also more likely to work 10 or more hours of overtime per week (35.7% of men compared with 28.0% of women). This latter finding is likely to reflect differences in part-time working by gender.

- The **'middle-aged'** (around 38% of those aged 25-54 say they ever work overtime, compared with 25.6% of those aged 16-24 and 32.2% of those aged 55-64). This age group is also more likely to work more hours of overtime.

- People from **white ethnic backgrounds** (36.4%, compared with between 16.8% and 31.9% for other ethnic groups) – perhaps reflecting differences in the profile of jobs by ethnicity (for example, people from ethnic minority backgrounds are less likely to be employed in manufacturing, one of the sectors where people are particularly like to report overtime). However, among those who do any overtime, those from white ethnic backgrounds are relatively less likely than those from some other ethnic backgrounds to work 10 or more hours of overtime per week. So those from minority ethnic backgrounds who do work overtime may be relatively more likely to be working excessive hours.

- Those in the **South East** (37.9%) and **South West** (37.2%) of England were most likely to work overtime and those in Northern Ireland (26.8%) the least likely. While **London** is in the middle in terms of the proportion that do any overtime, it tops the table in terms of

the proportion that typically work 10 or more hours per week in excess of contracted hours (37.7% of those in London who do overtime say they usually work 10+ hours extra per week). Analysis of WERS 2011[33]found similar regional patterns in terms of long hours – 14% of employees in the South East usually worked more than 48 hours a week, compared with 9% for the rest of Great Britain.

- Those in the **energy and water** (44.7%), **manufacturing** (43.1%), **public administration education and health** (39%) and **transport and communication** (38.4%) sectors.

- Those in the **public sector** (41% compared with 33.5% of those in the private sector). Among those who ever work above their contracted hours, those in the private and public sector are more or less equally likely to work 10 or more excess hours. However, it is worth noting that opt-out agreements from the EU working time directive (which places an upper limit of 48 hours on the working week, averaged over a 17 week period) are more common in the private sector (in 2011, 35% had at least one employee who had signed one, compared with 15% in the public sector).[34]

Analysing hours of paid and unpaid overtime (as measured by the LFS – see Annex A, Table A.3) shows that:

- Although women are less likely to do overtime overall, **among those women who do work overtime, this is more likely than for men to be unpaid** – 61% of women compared with 51% of men who did overtime said that at least some of this was unpaid.

- **Young people were much *less* likely to do unpaid overtime** – just 29.7% of 16-24 year-olds who did some overtime compared with between 53.1% and 62.2% of those in other age groups indicated that at least some of this was unpaid.

- **People in London are particularly likely to work unpaid overtime** – 68.8% of those who sometimes work overtime indicated that at least some of this was unpaid, compared with 60.8% of those elsewhere in the South East and under 60% of those in other areas of the UK.

- **Unpaid overtime is most common among those in the banking and finance sector** (71.8%) **followed by those in public administration, education and health** (67.3%). It was least common among those in energy and water (40.5%) and manufacturing (40.6%) – both sectors where overtime in general was quite common, but where more indicate that at least some of this was paid. **Professionals and managers** are more likely to think long hours are required to progress (based on WERS 2011), as are those in medium and large private sector enterprises, compared with those in the public sector and in small private sector enterprises.

- **Unpaid overtime is also more commonly reported among those in the public sector** (69.4%) than the private sector (50.6%). The 2011 Work-Life Balance Survey[35] found a similar pattern – unpaid overtime was more common among public sector workers.

33 Forth, J *An overview of employment relations in the Acas regions*, Acas; online 2014 http://www.acas.org.uk/index.aspx?articleid=2056

34 van Wanrooy et al, *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

35 Tipping, S et al, *The Fourth Work-Life Balance Employee Survey*, BIS; online 2012 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/32153/12-p151-fourth-work-life-balance-employee-survey.pdf

Trends in longer hours

Analysis of the Labour Force Survey by the TUC[36] suggests that the proportion of people working excessive hours has increased in recent years. They report a 15% increase in the proportion of people working 48 hours or more each week from 2010 to 2015, following a decade of decline in longer working hours. While they found that all areas of the UK are working longer hours, the biggest increases from 2010 to 2015 were in Yorkshire and the Humber, followed by Wales, London, the East Midlands, and the North West. In terms of sector, the biggest increases in long hours were in mining and quarrying, agriculture, fishing and forestry, accommodation and food services, health and social work and education.

The media regularly speculates about the relationship between excessive working hours and other elements of modern work – in particular, new technology and homeworking. However, there appears to be something of a dearth of robust quantitative research on these areas. That said, there is some evidence that homeworking is indeed associated with longer hours. For example, a survey of its own workers by ACAS[37] found that those who worked from home some or all of the time were more likely to exceed their normal working hours than office-based staff. Similarly, an experiment by a travel website firm where call centre staff who wished to work from home were allocated to homeworking and control groups found that the homeworkers were more productive, at least in part because they simply worked more hours.[38] While homeworking may have benefits, given the risks to wellbeing associated with longer hours, these findings suggest there is also a need to manage homeworkers carefully. Meanwhile, a qualitative study[39] of Blackberry users in the USA found that while technology was perceived as providing autonomy – the ability to work anytime and anywhere – ultimately it could also reduce autonomy by creating a feeling or pressure to work all the time and everywhere. Both these areas, however, would benefit from further (quantitative) research to unpack the precise relationship between these aspects of modern work and working hours, including variations across sector, geography, nature of job, etc.

Self-employment and 'quality of work'

The share of UK employment accounted for by **self-employment** has increased rapidly since the recession, accounting for 15% of all employment by 2013[40]. There is debate about whether this a good or a bad thing in terms of 'fulfilling work'. Some argue that people are forced to become self-employed due to a lack of jobs and/or employers seeking to minimise liabilities, while others argue growth in self-employment reflects a long-term shift in the UK Labour market towards the freedom of working for yourself and 'portfolio careers'. An Ipsos MORI survey for the Resolution Foundation[41] showed that for most (83%) self-employed people the decision to work for themselves was described as a matter of personal preference. However, further analysis suggests some caveats to this positive picture:

- **Regional differences** – in London and the East, employment and self-employment have both grown; in Scotland and the North growing self-employment has come alongside steep falls in employee numbers, indicating that in these areas more self-employment may be linked to lack of suitable employee opportunities.[42]. Citizens Advice and NPI (2015)[43] highlight that while almost one in five employees in London are now self-employed, in the North East the figure is just one in ten.

- **Earnings have fallen among the self-employed** – in 2013, they were 20% lower than in 2006-7, while employee earnings fell just 6%[44]. This is partly due to a growth in part-time self-employment, which in turn

36 https://www.tuc.org.uk/international-issues/europe/workplace-issues/work-life-balance/15-cent-increase-people-working-more

37 Beauregard, A,, et al, *Home is where the work is: a new study of homeworking at ACAS and beyond*, ACAS; online 2013

38 https://hbr.org/2014/01/to-raise-productivity-let-more-employees-work-from-home

39 Mazmanian, M et al, 'The autonomy paradox: the implications of mobile email devices for knowledge professionals', *Organization Science* 24, p.1137-p. 1357, 2013

40 D'Arcy, C and Gardiner, L, *Just the job – or a working compromise? The changing nature of self-employment in the UK*, London: Resolution Foundation 2014

41 Ibid

42 Ibid

43 *Who are the Self-Employed?* London: Citizens Advice and NPI, 2015

44 D'Arcy, C and Gardiner, L, *Just the job – or a working compromise? The changing nature of self-employment in the UK*, London: Resolution Foundation 2014

may reflect a shift in the composition of self-employed people (e.g. a rise in the proportion of females).

- **Low-skilled jobs have grown more among the self-employed –** analysis of the LFS shows that between 2002 and 2014 low-skilled jobs grew more among those who were self-employed (rather than among employees).[45] At the same time, self-employment has grown in every occupational group over the last decade,[46] including both managers and professionals and those in lower-skilled occupations, such as elementary occupations and caring, leisure and other services. The association between self-employment and insecurity is likely to vary across sector/skill-level.

- **Growth in under-employment among the self-employed** – in 2005 the self-employed were highly overemployed, desiring fewer hours of work per year. In 2013, this picture had reversed, with high levels of underemployment.

Opportunities for training, development and progression

Having access to appropriate work-related training and development opportunities may contribute to 'fulfilling work' both by ensuring that people are able to fulfil their potential at work and in contributing to them feeling supported and valued. **Ipsos MORI Scotland's analysis** of the Labour Force Survey 2015 Quarter 4 shows that access to job-related training – based on the proportion who have taken part in or been offered training in the last 3 months – is not evenly distributed (Annex A, Table A.4):

- **Men** are less likely than women to have been offered training in the last three months (31.8% compared with 40.3% of women)

- The likelihood of taking part in or being offered training **declines with age** – from 40.6% among 16-24 year-olds to 30.7% of those aged 55-64.

- It also varies with ethnic background – those from **Pakistani** (20.8%) and **Bangladeshi** (22.4%) backgrounds were particularly less likely to have taken part in or been offered training in the previous three months.

- Those in **Northern Ireland** (26.7%), the **West Midlands** (30.4%) and the **North West** (33.8%) were relatively less likely to have had access to training in the last three months.

- In terms of sector, those working in **agriculture, forestry and fishing** are the least likely to have recently been offered or taken part in training (16.8%), while those in public administration, education and health are the most likely.

- Those in the **private sector** were less likely to have been offered or taken part in training (30.3% compared with 54.9% of those in the public sector). Similar findings from WERS[47]show public sector workplaces are more likely to be high trainers (57%) than workplaces belonging to small private enterprises (35%) or medium private enterprises (44%).

The Workplace Employee Relations Survey 2011 asked over 20,000 employees how satisfied they were with the training they receive at work. Interestingly, van Wanrooy et al (2013) found that low-paid workers tend to be more satisfied with the training they receive,[48] while **those in the middle of the earnings distribution were least satisfied** with the opportunity to develop skills in their role. WERS also indicates that employees in workplaces belonging to small (59%) or medium private enterprises (54%) were more satisfied with their development opportunities than those from large private enterprises (51%) or the public sector (50%), even though the former generally offer less training

45 Corlett, A and Gardiner, L *Low pay Britain 2015*, London: Resolution Foundation 2015

46 *Who are the Self-Employed?* London: Citizens Advice and NPI, 2015

47 Van Wanrooy et al; *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

48 Ibid

than the latter[49]. This suggests that the frequency or volume of training offered is not necessarily a good guide as to whether or not employees feel they have access to quality development opportunities.

Other themes relevant to 'quality work'

Another common theme in research on the changing nature of employment in the UK which seems relevant to discussions about quality of work is the (changing) balance between high, mid and low-skilled jobs. Analysis of the Labour Force Survey shows that from 1993 to 2014 there was a **growth in high-skilled jobs**, largely at the expense **mid-skilled jobs which declined over the same period.**[50] The share of jobs that were low-skilled declined through the late 1990s and early 2000s and has been broadly flat since (though with some indication that low-skilled jobs have increased since the financial crisis).

Gardiner and Corlett (2015)[51] use LFS data to argue that the 'hollowing out' of the UK labour market (the sharp fall in mid-skill level jobs) is largely attributable to their greater susceptibility to 'routine-based technological change' – i.e. that mid-skill work (manual trades and routine office work) is most easily replaced by technology. If this trend continues, they highlight the fact that **young people** and **non-graduates** are most likely to be in routine jobs, and may therefore be **particularly vulnerable to future hollowing out** – raising questions about their long-term career prospects.

The **kinds of jobs we do have also changed** in recent decades across the skill spectrum. Process, plant and machine operatives, construction and building, and secretaries are the jobs that have declined the most from 2002 to 2014.[52] There has been strong **growth in caring and service occupations across the wage/skill-level distribution**. At the high-skill end, more people work as business, media and public service professionals. In the mid-skill range, there are more people working as health and social care professionals (e.g. paramedics, housing officers) and in customer service (call centres, market research). And at the low-skill end, there are more care workers, childminders, teaching assistants and others in caring or personal service roles.

49 Ibid
50 Corlett, A and Gardiner, L *Low pay Britain 2015*, London: Resolution Foundation 2015
51 Ibid
52 Ibid

4 Variations in availability of (appropriate) work

This section focuses on variations in the availability of work, looking particularly at data on job seeking behaviour and underemployment (which relates not just to the availability of work per se, but to the availability of work that is *appropriate* in terms of matching people's needs around working hours, for example).

The two other sub-themes listed by the Trust under 'availability of work' – benefits sanctions and discrimination – are not covered directly by either of the data sources analysed for this report. Indeed, there appears to be something of a dearth of robust survey data about experiences of benefits sanctions in general. Where research is available on experience of sanctions, it tends to be local, small-scale and sometimes methodologically weak, or focused on the experience of specific groups rather than all claimants.[53] Experiences of discrimination in employment (in relation to recruitment, promotion, redundancy/firing, training offered and general working environment) are measured in a number of employee and general public surveys. For example, Understanding Society has asked respondents whether or not they have been turned down for a job following an interview or assessment in the last 12 months and, if so, whether they think it was for any of a list of discriminatory reasons. The European Working Conditions Survey 2015 asked employees if they had experienced various kinds of discrimination at work in the last 12 months. There are also various surveys of employers' understandings of or attitudes to discrimination – for example, a recent EHRC report explored SMEs' understanding of and attitudes towards their duties under the Equality Act.[54]

Job-seeking behaviour

53 For example, a survey by Sheffield Hallam University on behalf of Crisis examined the prevalence of sanctions and responses to being sanctioned among users of homeless day centres and hostels – https://www.shu.ac.uk/research/cresr/sites/shu.ac.uk/files/homeless-experiences-welfare-conditionality-benefit-sanctions-exec-summary.pdf

54 http://www.equalityhumanrights.com/publication/research-report-98-fairness-dignity-and-respect-sme-workplaces

The extent to which those who are in work at the moment would prefer a different or additional job is clearly relevant to assessing whether people have access to 'fulfilling work'. If people are looking for alternative work, this suggests that their current job is not fulfilling everything they need from it – whether in terms of pay, hours, quality or other factors.

The LFS asks both those who are currently unemployed and those who are currently in work about job seeking behaviour. Overall, 6% of those currently in employment were looking for a new or additional job in the last quarter of 2015. Of that group, the vast majority (87%) were looking for a new job rather than an additional job.

Ipsos MORI Scotland's analysis (see Annex A, Table A.5) shows that those most likely to be looking for an alternative or additional job include:

- **Young people** – 10.8% of those aged 16-24 and currently in employment were looking for a new or additional job, compared with just 3.2% of those aged 55-64.
- **Disabled people**, who were slightly more likely than those without a disability to be looking for a new or additional job (8.7% compared with 6.2%)
- People from **Bangladeshi** (11.9%) or **Black/African/Caribbean** (11.8%) ethnic backgrounds were more likely than those in other ethnic groups to be seeking additional/alternative work.
- Those in **London** were most likely (8.1%)

and those in **Northern Ireland** least likely (4.5%) to be looking for alternative/additional employment.

- Those working in **distribution, hotels or restaurants** were more likely than those in other sectoral groups to be looking for a new or additional job (8.7%).

- Those in the **private sector** (6.8%) were more likely than those in the public sector (5.3%) to be looking for new or additional work.

Analysis of the reasons people gave for looking for a new job does not shed much light on the nature of the issues they might have with their current job – pay (28%) and unspecified 'other' reasons (27%) top the list (Annex A, Table A.6). There were, however, some differences in the reasons given for looking for a new job by gender and age:

- Men were more likely than women to be looking for a new job because their pay was unsatisfactory in their current job (30.2% of men looking for a new job mentioned pay as a reason, compared with 23.4% of women). Women were more likely to say that unspecified 'other aspects' of their present job were unsatisfactory (30.5% compared with 26.0% of men who were looking for a new job).

- Younger people were more likely to say they were looking for a new job either because their present job was filling in time before they found another job (21.9% of 16-24 year-olds who were looking for a new job, compared with 5-12% of other age groups) or because they wanted to work longer hours (16.5% of 16-24 year-olds, compared with 8-12% of other age groups). Those in the youngest age group were also most likely to say they were looking for a new job in order to change occupation (27.9% of 16-24 year-olds who were looking for a new job, compared with 10-22% of other age groups).

The LFS also asks those who stated that they wanted longer hours but who were not looking for a new job why they were not trying to find alternative employment. By far the most common response is that people would simply prefer to work longer hours in their existing job (78.3%). Relatively small proportions of the 9.5% who wanted more hours in their existing job said they were not looking for work elsewhere because they felt there was no work available given their existing qualifications or experience (3.4% of those who wanted more hours and were not looking for additional work) or because they believed there was no work available nearby (4.5%).

The LFS asks both those who are in employment but looking for a new or additional job and those who are unemployed and looking for work about their main methods of job search. Overall the most common method is studying job adverts in newspapers or journals (49.1%), followed by answering adverts in newspapers or journals (12.2%) and applying directly to employers (8.0%). There is relatively little variation in main methods of job search by gender or age, although older people (aged 55-64) were relatively more likely to cite visiting a job centre as their main method (10.4% compared with 5% of younger age groups). The likelihood of focusing on applying directly to employers declines with age (from 12.2% of 16-24 year-olds to 3.6% of those aged 55-64).

Across all those looking for work[55], 16.8% said they had been looking for under a month (or had not yet started looking), 55.8% had been looking for a month to under a year, and 27.4% had been looking for a year or more. Men and older people were more likely to have been looking for work for a year or more. A total of 31.5% of men compared with 22.9% of women who were looking for work had been doing so for at least 12 months, while the proportion looking for a year or more rose from 17.9% of 16-24 year-olds to 42.9% of job seekers aged 55-64.

Across all those who would like a new job (which includes those who say they would like a new job but are not actively looking for one), a little over half (55.8%) say they would be able to start work within two weeks if a job became available. Women were less likely than men to

55 Including both those currently unemployed and those employed but looking for a new or additional job.

say they would be available to start work (51.8% compared with 60.0%). The reasons given for not being available for work also differ by gender – women are more likely to cite looking after family or home (26.9% compared with 4.6% of men), while men are more likely to say they cannot leave their present job within two weeks (37.1% compared with 29.5% of women).

Underemployment

Over and underemployment capture the extent to which employees' time and skills are appropriately utilised by the jobs they have. They most commonly refer to a temporal mismatch between the hours people actually work and the hours they want to work. Someone who is underemployed in this sense is working fewer hours than they would ideally like, while someone who is overemployed works more hours than they want (commonly measured by wanting to work fewer hours for less pay). However, they can also refer to other kinds of mismatch – such as a mismatch between someone's skill level and the skill level required for a job. Someone qualified as a medical doctor working as a taxi driver might be classed as underemployed on this basis, for example.

Overemployment has strong links with issues around work-life balance, covered in the next section of this report. This section therefore focuses on data on underemployment. Analysis by **Ipsos MORI Scotland** used a combination of questions from the LFS to derive a measure of temporal underemployment. In summary, people were classed as 'underemployed' if:

- they are looking for an additional job and one of the reasons given for this is that they want to work more hours;
- they are currently part-time and their stated reason for this is a lack of full-time opportunities; or
- they are not looking for a new or additional job, but say they would like to work more hours in their current job, at their current rate of pay, given the opportunity.

Restricting analysis to those who are currently employed or self-employed (in their main job), in the last quarter of 2015, 12.7% (almost 4 million) were underemployed using this measure. The majority of this group was composed of those who wanted additional hours in their current job or who were working part time because of a lack of full-time jobs.

Analysis of differences in underemployment (Annex A, Table A.7) shows that:

- **Women** are more likely to be underemployed than men (14.5% compared with 11.1%).
- The **younger** you are, the more likely you are to be underemployed, with underemployment particularly high among those aged 16-24 (22.5%).
- Those who are in work and **disabled** are more likely to be underemployed (15.0% compared with 12.7%). Related findings[56] show that disabled people are much less likely to be in employment at all than non-disabled adults, but a large proportion would like to work. A total of 23% of disabled men and 19% of disabled women are unemployed or economically inactive but would like to work, compared with 7% and 9% of non-disabled men and women.
- Underemployment varies with ethnicity and appears to be particularly high among those from **Black, African or Caribbean** (20.9%) or **Bangladeshi** backgrounds (25.1%).
- Underemployment is highest in **Wales** (15.3%) and lowest in **Northern Ireland** (9.5%).
- Those employed in the **distribution, hotel or restaurant sector** are particularly likely to be underemployed (20.1%).
- Underemployment is higher in the **private** (13.2%) than the public sector (10.9%).

56 MacInnes, et al, *Monitoring Poverty and Social Exclusion*, York: JRF 2015

Analysis of LFS data[57] found that **lower-skilled (and lower-paid) workers** are more likely to want to work more hours at the same rate of pay. They also show that there has been a bigger increase in underemployment since 2008 amongst those in low-skilled occupations. For example, 21% of those in elementary occupations wanted to work more hours in 2014 (up from 14% in 2008) compared to just 3% of managers, directors and senior officials (barely changed from 2008).[58] Analysis by ONS (2016) highlights the relationship between **underemployment and zero hours contracts** – 37% of those on zero hours contracts want more hours, in comparison with 10% of other people in employment.[59]

57 Ibid

58 See also similar conclusions based on analysis of *Understanding Society* data in Warren, T, 'Work-time underemployment and financial hardship: class inequalities and recession in the UK', in *Employment and Society*, 2015

59 ONS (2016) *Contracts that do not guarantee a minimum number of hours*

5 Variations in work and wellbeing

As discussed in section 2, the themes the Trust has identified under work and wellbeing move away from the more easily measured and extrinsic aspects of people's jobs (pay, terms and conditions, etc.) to how people *feel* about their work.

Many of the themes identified – personal agency and employee engagement, work-life balance, management support, work that has 'meaning' – are related to Herzberg's 'motivators'. These are the elements of work most employee research suggests are most highly correlated with employee satisfaction, and are thus arguably required for work to be 'fulfilling' in the broadest possible sense.

This section focuses particularly on findings around employee engagement, work-life balance and work that has 'meaning', using data drawn primarily from the 2011 Workplace Employee Relations Survey (WERS). We also briefly explore issues around assessing the relationship between work and social connectedness.

Employee engagement

'Employee engagement', at its simplest, is about how employees think and feel about their workplace and their employer – their motivation, satisfaction, loyalty, understanding of, and commitment to, organisational goals. However, while at one level, 'employee engagement' is a simple concept, in practice there are numerous definitions of exactly what it means; numerous approaches to measuring it; and disagreement between academics, researchers and employers about exactly how to improve it.[60]

Existing research using the 2011 WERS shows that although there has been a **rise since 2004 in the proportion of employees feeling committed and engaged** with their workplace – agreeing that they share their organisations' values, feel loyal to the organisation and feel proud to tell people who they work for – there remain significant demographic and sectoral variations in levels of engagement.[61] For example:

- **Women score higher** on enablers of engagement than men, while **older employees score lower** than younger workers do.
- There is a stark disability gap – **disabled employees score far lower** on enablers of engagement.[62]
- **Employees in small enterprises** are more likely to feel loyal to their employers (and to score more highly on other factors thought to be enablers of employee engagement).[63]
- **Public sector employees score lower on enablers of engagement** (strategic narrative, engaging managers, employee voice and integrity – the four factors identified by MacLeod and Clarke in their influential report on employee engagement)[64] than those in the private or third sector.[65]

Ipsos MORI Scotland's analysis of WERS 2011 (see Annex A, Table A.8) explored regional and sectoral variations in employee engagement. We found that:

- Although there are some regional variations in employee engagement, these are not particularly pronounced. The average proportion agreeing with each of the three

60 See for example McCleod and Clarke, *Engaging for Success: enhancing employee performance through employee engagement*, London; BIS 2009 and Robinson, D and Gifford, J, *The future of engagement: thought piece collection*, London: Institute for Employment Studies 2014

61 van Wanrooy et al, *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

62 Dromey, J, *Macleod and Clarke's concept of employee engagement: an analysis based on the Workplace Employee Relations Study*, London: Acas 2014

63 Ibid

64 MacCleod, D and Clarke, N *Engaging for Success: enhancing employee performance through employee engagement*, London: BIS 2009

65 Ibid

measures of engagement (shared values, loyalty, pride) ranges from 66.3% in the East of England to 72.8% in the North East.

- However, there are some more pronounced differences by industry sector. Employees in **transportation and storage** (56.8%) and in **public administration and defence** (57.1%) are less likely to agree with these three statements on average (the latter reflecting the finding reported above that employees in the public sector score lower on measures of engagement in WERS than those in the private sector). Engagement appears highest for those working in education (79.3%), real estate (76.5%) and other service activities (76.1%).

- Those in **routine** occupations are the least engaged across all three measures, while those in lower managerial and professional occupations are the most engaged (those in higher managerial and professional occupations fall between the two).

Work-life balance

Work-life balance can be interpreted either as a 'factual' relationship (the actual balance of hours worked to non-work time) or as more of an attitudinal/psychological issue (how people feel about the balance between their work and non-work life). There is a clear **association between wellbeing and working hours** – WERS 2011 found that most employees (70%) who were working more than 48 hours a week reported their job made them feel tense 'all', 'some' or 'most' of the time, compared with 42% of those who worked fewer than 30 hours.[66] However, analysis of Understanding Society data by Bryan and Nandi (2015)[67] calls into question a straightforward relationship between hours worked and wellbeing. They find that although working long hours is associated with lower wellbeing and working part-time with higher wellbeing, **work identity partly mitigates the adverse effects of long hours on job satisfaction and anxiety** (for women) **and on life satisfaction** (for men). This suggests that people tend to sort themselves into jobs with hours that match their work identities – that is, working long hours may not have as negative an impact if it is in a job that people identify with. Thus the actual balance of hours worked to non-work time may not always be a perfect guide to how people subjectively assess their work-life balance (although the two are still likely to be related), or to the impact of poor work-life balance on fulfilment at work or wider wellbeing.

WERS shows that around a quarter of employees (27%) agree that 'I often find it difficult to fulfil my commitments outside of work because of the time I spend on my job.'[68]

- **Full-time employees** are more likely to find that work interferes with life outside work (31%) compared with part-time employees (14%).

- **Carers** are more likely to feel that work interferes with life outside work (30% vs 25%).

- Interestingly, **homeworkers** are also more likely to feel work interferes with life outside work (34% compared with 26% of other employees). This reflects findings on actual hours worked from the 2011 work-life balance survey,[69] which found that working longer hours was particularly notable among full-time employees who regularly worked from home (with 18% working more than 48 hours).

Further analysis of WERS by **Ipsos MORI Scotland** (see Annex A, Table A.9) shows that:

- **Men** are more likely than women to agree that they find it difficult to fulfil out of work commitments because of the amount of time they spend working (29.9% compared with 24.6%).

- **People in their 30s** report the most difficulties with work-life balance, perhaps

66 van Wanrooy et al, *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

67 Bryan, ML and Nandi, A 'Working hours, work identity and subjective well-being', *Understanding Society* conference paper, online 2015, available at: https://www.understandingsociety.ac.uk/scientific-conference-2015/papers/41

68 Van van Wanrooy et al, *The 2011 Workplace Employee Relations Study: First findings*, London: BIS 2013

69 Tipping, S et al, *The Fourth Work-Life Balance Employee Survey*, BIS; online 2012

because this is the group most likely to have young children. A total of 31.6% of 30-39 year-olds agree with this statement, compared with 26.1% of 16-29 year-olds and 25.8% or under of those aged 50 or older.

- Those with a **limiting health problem or disability** (34.8%) are more likely than those without such issues (26.5%) to agree that they find work-life balance difficult on this measure.

- People in **London** are particularly likely to say work makes fulfilling non-work commitments difficult – 34.5% agree that this is the case, compared with 21.8%-28.6% of those in other areas.

- Those working in **transportation and storage** (34.3%), **professional, scientific or technical** (32.7%), **education** (31.4%) and **accommodation and food services** (30.8%) were most likely to agree that fulfilling their out of work commitments was often difficult as a result of hours spent working.

- Reported **difficulties balancing work and non-work commitments increase with income** – 38.3% of those earning £521 or more a week agreed that they often found this difficult, compared with 14.9% of those earning £220 a week or less.

In terms of who is seen as responsible for ensuring employees maintain a reasonable work-life balance, it is worth noting that WERS found a sizeable **increase in the proportion of managers who think: 'It is up to individual employees to balance work and family responsibilities.'** This is up from 66% in 2004 (covering 55% of employees) to 77% in 2011 (covering 70% of all employees).

Work that has 'meaning'

Work that has 'meaning' can be interpreted and measured in multiple ways. However, for the purposes of this report we assume that it is intended to capture a sense of attachment to work that goes beyond simple job satisfaction and that encompasses a sense of the purpose, utility or worth of work. WERS 2011 asked employees how satisfied or dissatisfied they were with the sense of achievement they get from their work. Overall, most people (74%) are very satisfied or satisfied with the sense of achievement they get from their work. However, **Ipsos MORI Scotland's analysis** (see Annex A, Table A.10) shows that there are some significant variations:

- **Men** (19.8%) are a little less likely than women (23.5%) to be 'very satisfied' with the sense of achievement they get from their work and a little more likely to be dissatisfied (9.8% compared with 7.7%).

- **Younger workers** are a little more likely to be dissatisfied – 11.7% of 16-29 year-olds were dissatisfied with their sense of achievement from work, compared with up to 9.1% of other age groups. In contrast, older workers were more likely to be 'very satisfied' with their sense of achievement from work – 27.4% of those aged 60-64 and 34.2% of workers aged 65+ were very satisfied, compared with 23% or under of other age groups.

- Those with a **limiting health problem or disability** are a little more likely to be dissatisfied (12.0%) compared with those without long-standing health issues (8.4%).

- Differences by region are not particularly pronounced, although the highest levels of dissatisfaction relating to the sense of achievement in work are reported by those in **London** and **Yorkshire and the Humber** (10% in each) and the **North West** (9.7%).[70]

- In terms of industry sector, those working in **public administration and defence**, **transportation and storage** and **manufacturing** are relatively more likely to be dissatisfied and relatively less likely to be 'very satisfied' with the sense of achievement they get from their work.

- There appears to be **little relationship between earnings and sense of achievement** in work – 23.8% of those in earning £220 or less

70 Note however, that overall differences by region are not statistically significant.

per week are 'very satisfied' with their sense of achievement, as are 22.7% of those earning £521 or more a week.

Social connections and work

Social connections are important for physical and mental wellbeing and work is a key source of social connection – we spend a large proportion of our week with our colleagues. However, remote working and changes in working patterns also have the potential to undermine this aspect of work, with detrimental consequences for social connectedness and wider wellbeing. The relationship between work social connectedness appears to be a relatively under-researched issue in terms of social survey data in the UK: the focus tends to be more on how work impinges on social connectedness (time with friends and family) than how it might support it.

A number of surveys – including the Scottish Household Survey in Scotland, the Citizenship survey in England and Wales (2001-2011), and (intermittently) the British Social Attitudes series – ask questions about people's social connections which could, in principle, be used to assess what, if any, relationship exists between work and social connectedness. However, all of these surveys focus primarily on connections with people's local neighbourhoods. This limits their usefulness in assessing how work does or does not support social connection – many people do not work in the immediate neighbourhood they live in, so the social connections they form through work may be separate from those they form with their neighbours. Given this, unsurprisingly **Ipsos MORI Scotland's analysis** of the Scottish Household Survey 2015 (not yet publicly available) indicates that being in work or not makes no difference to individuals' sense of connection to their immediate neighbourhood.

There is a little evidence of surveys that look more explicitly at the social function of work. Social capital is almost always assessed in terms of engagement with the local community and/or participation in voluntary organisations and civic participation. Some of the wider findings on patterns in social capital may indicate potential relationships with work. For example, analysis of general life satisfaction often shows that those in their middle years are less satisfied than other age groups, including with their social and family life.[71] This trough in satisfaction could be linked to work-life balance issues, with a combination of work and family commitments peaking for those in their mid-30s to mid-50s. However, it is difficult to assess the precise link with work-life balance, working patterns etc., since in general surveys seems to include either data on social connections and social capital, or details of working patterns and attitudes to work, but not both.

Some smaller scale studies have explored the impact of particular modes of work on social connection. For example, Hislop et al (2015)[72] cite various studies that have examined the work experience of homeworkers in particular, and which generally indicate the potential for homeworking to be associated with a greater sense of professional isolation/lower sense of workplace inclusion or belonging. However, Hislop et al's own research with homeworkers (which was small scale and qualitative) highlights the potential for ICT to mediate this. People's sense of social isolation was reduced by the fact that ICT allowed them spatio-temporal freedom to leave home without compromising work availability (although as noted under work-life balance, the use of ICT may also enhance a sense of 'perpetual contact', meaning work is difficult to escape).

Overall, the relationship between work and social connection and how this varies across industry, geography, type of work, etc. appears to be an under-researched area. The 'What works' wellbeing centre is currently working on an evidence synthesis on this issue, which may uncover further data, but at this point, it appears likely that future primary research may be required to develop a clearer understanding of the potential relationships between work and social connection.

71 E.g. Office for National Statistics Life in the UK 2016 http://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/articles/measuringnationalwellbeing/2016

72 Hislop, D, et al (2015) 'Variability in the use of mobile ICTs by homeworkers and its consequences for boundary management and social isolation', in *Information and Organisation* 25, 222-232

6 Overarching patterns in 'fulfilling work'

So far, we have presented data on various themes broadly related to the idea of 'fulfilling work', but with no particular attempt to bring these together.

Creating an over-arching measure of 'fulfilling work' is challenging for a number of reasons. Different datasets contain measures relating to different aspects of 'fulfilling work' – we did not identify any data sources that included measures related to all of the themes the Trust has identified as relevant. Moreover, even when surveys do include questions relating to multiple elements of fulfilling work, these are often asked in quite different ways so that combining them is not straightforward. It is not obvious how much weight should be attached to different aspects of fulfilling work – is objective rate of pay more or less important than whether work has meaning, for example, in determining whether or not it is 'fulfilling'? Some aspects of whether or not work is 'fulfilling' may be binary – for example, you are either on a permanent contract or you are not. Others are more ordinal – for example, presumably the more you feel some sense of achievement in your work, the better. There are complex overlaps and interactions between elements of fulfilling work – as Herzberg's theory indicates, increasing motivating factors, like a sense of achievement in one's work, will not necessarily lead to satisfaction at work if hygiene factors, like pay, are not addressed.

However, taking all of these qualifications into account, Ipsos MORI Scotland used data from WERS 2011 to create a very simple additive scale. The scale takes the degree to which people appear to give answers that may indicate higher or lower levels of 'fulfilling work' across various questions relevant to the Trust's themes of interest, and then adds these together.[73] Table A.11 in Annex A then presents the proportion giving answers that have been classed as low scores across each of the questions included, ordered by overall mean score within industry sector and region.

73 More detail of how the additive score was created is provided in Annex B

The mean scores themselves should not be over interpreted (for all the reasons outlined above). However, they provide a simple way of trying to identify and organise those industry sectors and regions that score lowest and highest on average across the various measures. Doing so shows that those sectors that score lowest on the overall mean score do not necessarily score lowest on all of the individual components. In particular, three of those sectors that score lowest in terms of the mean score – transportation and storage, manufacturing and public administration and defence – do not include particularly high proportions of people in the lowest pay bracket, or who are not on permanent contracts. However, public administration and defence includes higher proportions of people who are dissatisfied with their pay and who disagree that their job is secure. Those in transport and storage are particularly likely to say they have no flexible working arrangements available to them, that they have not been offered any recent training, and that their work-life balance is poor. The balance between different factors that may contribute to making work 'fulfilling' may therefore vary considerably across different sectors.

Regional differences in both mean overall score and the proportion with a low score on each individual measure are less pronounced than differences by industry sector, and it is difficult to establish a consistent pattern or explanation for these.

Factor analysis undertaken to inform the construction of the combined measure referred to above also reveals some interesting findings around which elements of 'fulfilling work' cluster together (Annex B, Table 1).[74] Aside from finding

74 Factor analysis is used to assess whether or not a large number of items or variables can be reduced into a smaller number of 'core' factors on the basis that respondents who gave a particular answer to one question in the set also tended to give the same answer as each other to one or more of the other questions in the set.

that different measures of engagement tend to cluster together, as do different measures of agency at work (neither of which is particularly surprising), this analysis also shows that:

- A sense of achievement, agency and opportunities for skills development at work tend to cluster together, as do various measures of employee engagement with perceptions of management-employee relations.

- Actual pay before tax was inversely correlated with whether or not people were working excessive hours and their assessment of their work-life balance (i.e. those with high pay were more likely to report excessive hours and work-life balance issues).

- Actual pay levels and satisfaction with pay are not particularly highly correlated at all – how well you are paid appears to be a surprisingly poor predictor of how satisfied you are with your pay packet.

Comparison of mean scores on the combined 'fulfilling work' measure between 2004 and 2011 shows that, overall, there appears to be a slight upward trend – the mean score was 30.61 in 2011 compared with 30.34 in 2004 (Table A.12). However, some industry sectors bucked this general trend – the mean scores for those in hotels and restaurants, transportation and communication, public administration, health, and other community services all fell slightly over the same period. The slight upward movement in mean scores over time also appears to have been driven almost entirely by the private sector – there was very little change in the mean fulfilment score of those working in the public sector between 2004 and 2011. Finally, those on the highest incomes not only have an overall higher score on this combined measure, but also appear to have enjoyed more progress towards 'fulfilling work' since 2004 than those on lower incomes. The mean scores of those on the highest incomes increased from 31.47 to 31.96, compared with almost no change in mean scores among the lowest income group (29.89 in 2004 and 29.87 in 2011).

7 Summary and conclusions

Within the wide-ranging findings presented in this report, particular groups whose access to 'fulfilling work' across multiple different measures appears limited stand out – young people, those with disabilities, and people working in specific sectors, including hotels and restaurants and public administration.

Young people are more likely to be low-paid, on zero hours contracts, underemployed in terms of hours, and dissatisfied with their sense of achievement from work. Given this, it is unsurprising that more young people than in any other age group are looking for alternative employment. While lower pay early in a person's career might be viewed as part of the normal trajectory of working life, the fact that so many young people are unable to find jobs that provide them with sufficient hours is cause for concern.

We already know that disabled people are disadvantaged in terms of their participation in the workforce, but this report highlights that those disabled people who are in employment also face significant inequality. They are more likely to be low-paid, to be underemployed, to report difficulties balancing work and non-work commitments, to be dissatisfied with their sense of achievement in their work, and to score lower on measures of engagement with the organisation they work for.

Finally, while the penultimate section of this report highlights that sectors that score low on one measure of 'fulfilling work' do not necessarily score low on others, those working in hotels, restaurants and related services appear disadvantaged across many of the measures considered here, including income, unpredictable hours, underemployment, and work-life balance. While fewer people in public administration appear to be low-paid relative to other sectors, people working in this area were more likely to be doing unpaid overtime, to score poorly on measures of employee engagement, and to be dissatisfied with their sense of achievement in their work.

These latter findings reflect the complex pattern of differences between the private and public sector in this report. Those in the public sector are less likely to be low-paid, on zero hours contracts, or to be underemployed, and are more likely to have access to training. However, they are also (overall) more likely to do (unpaid) overtime and to score lower on enablers of engagement. Assessing whether those in the public or private sector have greater access to 'fulfilling work' is thus not straightforward and will be driven by which elements of 'fulfilling work' are deemed more or less important.

This report has highlighted the potential challenges involved in attempting to pin down what constitutes 'fulfilling work'. While many of the elements identified by the Carnegie UK Trust tend to cluster together, this is clearly not always the case. People may be objectively relatively well paid and on 'good' contracts, but at the same time feel dissatisfied with their opportunities for development, influence over their job, and their work-life balance, for example. Any policies that seek to influence 'fulfilling work' as a whole will need to take these complexities into account and consider the potential that action in one area may have either limited impact on other areas of 'fulfilling work', or even potentially detrimental impacts. In determining the areas of 'fulfilling work' on which it focuses, the Trust may also wish to explore the areas of 'fulfilling work' prioritised by particular groups of employees themselves – for example, Oxfam's recent report on 'Decent work' was based on consultation with low-paid workers about their priorities in this respect[75]. They may also wish to consider what 'evidence gaps' still exist, where research could usefully inform policy development on this issue – including, for example, around the relationship between work and social connection, and the relationship between ICT and working hours.

75 Stuart, F et al, *Decent Work: For Scotland's Low-paid Workers: A Job to Be Done* Glasgow: Oxfam Scotland, 2016

Annex A – Tables

Note: any percentages based on a sub-sample of <100 people are not shown (marked with a '-' in the relevant cell).

Table A.1: Demographic, regional and sectoral variations in % working unpredictable hours (LFS, Q4 2015)

	% Work any zero hours contract, annualised hours or on-call working	% work zero hours contracts	% work annualised hours	% on-call working	*Base (unweighted) – employed/ on government scheme and aged under 65*
Gender					
Male	9.2%	2.2%	4.6%	2.7%	*18199*
Female	9.0%	2.9%	4.6%	1.6%	*17596*
Age					
16-24	13.1%	8.0%	3.8%	1.6%	*3781*
25-34	9.4%	2.1%	5.2%	2.3%	*7125*
35-44	7.9%	1.6%	4.3%	2.1%	*8614*
45-54	8.2%	1.5%	4.6%	2.4%	*9627*
55-64	8.7%	1.9%	4.7%	2.2%	*6648*
Disability (Equality Act definition)					
Yes	9.6%	3.2%	4.4%	2.1%	*3993*
No	9.1%	2.5%	4.6%	2.2%	*31630*
Ethnicity					
White	9.1%	2.5%	4.6%	2.2%	*32133*
Mixed/multiple	9.9%	3.9%	4.0%	2.2%	*298*
Indian	7.2%	1.6%	4.4%	1.3%	*850*
Pakistani	9.4%	3.2%	4.4%	2.2%	*450*
Bangladeshi	6.6%	1.9%	2.4%	2.2%	*147*
Chinese	6.4%	1.3%	5.1%	0%	*179*
Other Asian	9.0%	2.4%	4.6%	2.4%	*387*
Black/African/Caribbean	13.3%	5.7%	6.3%	1.6%	*875*
Other ethnic group	8.9%	2.6%	4.0%	2.2%	*438*

	% Work any zero hours contract, annualised hours or on-call working	% work zero hours contracts	% work annualised hours	% on-call working	*Base (unweighted) – employed/ on government scheme and aged under 65*
Region					
North East	9.3%	2.7%	4.6%	2.4%	*1418*
North West	11.8%	2.9%	6.8%	2.4%	*3830*
Yorkshire & Humber	8.1%	2.8%	3.0%	2.5%	*3123*
East Midlands	7.9%	2.2%	3.8%	2.2%	*2690*
West Midlands	11.9%	2.7%	7.7%	1.9%	*3039*
East of England	8.4%	2.2%	4.3%	2.2%	*3597*
London	8.0%	2.2%	4.0%	1.9%	*3874*
South East	7.8%	2.4%	3.3%	2.3%	*5125*
South West	8.7%	3.6%	3.0%	2.4%	*3118*
Wales	9.3%	3.2%	4.3%	1.9%	*1631*
Scotland	9.7%	2.3%	5.3%	2.3%	*2923*
Northern Ireland	9.2%	0.5%	7.3%	1.5%	*1427*
Sector					
Agriculture, Forestry and Fishing	6.0%	1.1%	2.4%	2.5%	*383*
Energy and Water	10.6%	0.5%	6.0%	4.6%	*634*
Manufacturing	8.3%	1.4%	5.2%	1.8%	*3484*
Construction	6.5%	1.4%	2.5%	2.7%	*2453*
Distribution, Hotels and Restaurants	9.3%	4.6%	4.0%	0.9%	*6412*
Transport and Communication	8.4%	1.8%	4.6%	2.2%	*3215*
Banking and Finance	7.1%	1.5%	4.2%	1.5%	*5927*
Public administration, education and health	10.9%	2.6%	5.6%	3.1%	*11245*
Other services	10.4%	4.3%	3.7%	2.6%	*1962*
Private or public sector?					
Private	8.7%	2.8%	4.1%	1.9%	*27197*
Public	10.6%	1.5%	6.2%	3.2%	*8488*

Table A.2: Demographic, regional and sectoral variations in % working overtime (LFS, Q4 2015)

	% ever work overtime (paid or unpaid)	*Base (unweighted) – working and aged under 65*
Gender		
Male	37.2%	*21506*
Female	33.0%	*20745*
Age		
16-24	25.6%	*4683*
25-34	37.0%	*8779*
35-44	37.9%	*10228*
45-54	38.0%	*11123*
55-64	32.2%	*7438*
Disability (Equality Act definition)		
Yes	33.8%	*4649*
No	35.4%	*37411*
Ethnicity		
White	36.4%	*37796*
Mixed/multiple	31.9%	*357*
Indian	28.1%	*1021*
Pakistani	20.5%	*564*
Bangladeshi	16.8%	*193*
Chinese	21.0%	*201*
Other Asian	25.7%	*476*
Black/African/Caribbean	27.7%	*1072*
Other ethnic group	26.4%	*527*
Region		
North East	33.3%	1696
North West	34.0%	4650
Yorkshire & Humber	35.8%	3740
East Midlands	38.3%	3206
West Midlands	30.9%	3612
East of England	36.3%	4195
London	35.0%	4681
South East	37.9%	5993
South West	37.2%	3620
Wales	32.4%	1919
Scotland	35.4%	3234
Northern Ireland	26.8%	1505

	% ever work overtime (paid or unpaid)	*Base (unweighted) – working and aged under 65*
Sector		
Agriculture, Forestry and Fishing	22.6%	422
Energy and Water	44.7%	749
Manufacturing	43.1%	4109
Construction	29.5%	2964
Distribution, Hotels and Restaurants	29.5%	7707
Transport and Communication	38.4%	3760
Banking and Finance	35.0%	7001
Public administration, education and health	39.0%	13079
Other services	23.2%	2324
Private or public sector?		
Private	33.5%	32343
Public	41.0%	9779

Table A.3: Demographic, regional and sectoral variations in paid and unpaid overtime (LFS, Q4 2015)

	% of those who do overtime who work 10+ hours of overtime per week	% of those who work overtime for whom at least some is paid[76]	% of those who work overtime for whom at least some is unpaid[77]	*Base (unweighted) – working, under 65 and ever do some overtime*
Gender				
Male	35.7%	46.5%	51.0%	*7978*
Female	28.0%	37.2%	61.0%	*6828*
Age				
16-24	27.4%	64.1%	29.7%	*1168*
25-34	34.2%	45.4%	53.1%	*3190*
35-44	33.4%	38.2%	62.2%	*3832*
45-54	32.5%	37.7%	60.0%	*4232*
55-64	30.3%	38.9%	56.3%	*2384*
Disability (Equality Act definition)				
Yes	30.3%	42.9%	54.3%	*1561*
No	32.6%	42.4%	55.5%	*13177*
Ethnicity				
White	31.9%	41.9%	55.8%	*13646*
Mixed/multiple	39.7%	47.5%	51.0%	*111*
Indian	37.1%	40.4%	59.2%	*283*
Pakistani	30.2%	54.9%	40.6%	*116*
Bangladeshi	-	-	-	*31*
Chinese	-	-	-	*44*
Other Asian	38.4%	59.9%	42.9%	*119*
Black/African/Caribbean	37.5%	52.1%	44.8%	*295*
Other ethnic group	43.2%	44.1%	61.0%	*142*
Region				
North East	29.2%	49.3%	44.8%	*567*
North West	31.5%	46.2%	55.0%	*1580*
Yorkshire & Humber	29.6%	45.3%	49.7%	*1354*
East Midlands	31.2%	45.1%	50.9%	*1217*
West Midlands	36.2%	47.9%	52.6%	*1119*
East of England	34.6%	44.5%	54.3%	*1518*
London	37.7%	31.8%	68.8%	*1599*
South East	31.9%	38.6%	60.8%	*2278*
South West	29.6%	42.5%	55.6%	*1338*
Wales	28.1%	48.1%	46.4%	*626*
Scotland	31.3%	44.1%	49.8%	*1213*
Northern Ireland	24.2%	39.6%	41.5%	*397*

	% of those who do overtime who work 10+ hours of overtime per week	% of those who work overtime for whom at least some is paid[76]	% of those who work overtime for whom at least some is unpaid[77]	*Base (unweighted) – working, under 65 and ever do some overtime*
Sector				
Agriculture, Forestry and Fishing	-	-	-	*93*
Energy and Water	31.2%	53.8%	40.5%	*328*
Manufacturing	32.9%	53.5%	40.6%	*1755*
Construction	34.9%	52.6%	41.7%	*866*
Distribution, Hotels and Restaurants	29.2%	57.0%	35.9%	*2261*
Transport and Communication	33.8%	48.8%	48.6%	*1448*
Banking and Finance	33.6%	27.5%	71.8%	*2386*
Public administration, education and health	32.8%	35.1%	67.3%	*5097*
Other services	25.5%	38.6%	54.7%	*548*
Private or public sector?				
Private	32.2%	45.4%	50.6%	*10744*
Public	32.9%	33.6%	69.4%	*4016*

76 Derived from question that asks those who work some overtime how many hours of paid overtime they usually work in a week. Those who said zero hours classed as not usually working any paid overtime.

77 Derived from question that asks those who work some overtime how many hours of unpaid overtime they usually work in a week. Those who said zero hours classed as not usually working any unpaid overtime. Note that the relationship between these two questions is not perfect – people may say they sometimes do overtime, but then state that they do not work either any paid or unpaid overtime in a typical week. This is why the two columns do not neatly sum to *100%*.

Table A.4: Demographic, regional and sectoral variations in access to training (LFS, Q4 2015)

	% taken part in/ offered training in last 3 months[78]	*Base (working and under 65)*
Gender		
Male	31.8%	*19738*
Female	40.3%	*18289*
Age		
16-24	40.6%	*4078*
25-34	37.3%	*7844*
35-44	35.9%	*9282*
45-54	34.4%	*10145*
55-64	30.7%	*6678*
Disability (Equality Act definition)		
Yes	37.2%	*4052*
No	35.5%	*33827*
Ethnicity		
White	35.7%	*33970*
Mixed/multiple	41.6%	*316*
Indian	34.1%	*945*
Pakistani	20.8%	*515*
Bangladeshi	22.4%	*176*
Chinese	29.0%	*178*
Other Asian	36.8%	*442*
Black/African/Caribbean	46.5%	*964*
Other ethnic group	33.7%	*480*
Region		
North East	40.0%	*1513*
North West	33.8%	*4236*
Yorkshire & Humber	34.7%	*3334*
East Midlands	38.6%	*2928*
West Midlands	30.4%	*3303*
East of England	34.3%	*3798*
London	38.8%	*4195*
South East	35.7%	*5361*
South West	37.5%	*3211*
Wales	37.8%	*1707*
Scotland	36.2%	*3046*
Northern Ireland	26.7%	*1395*

	% taken part in/ offered training in last 3 months[78]	*Base (working and under 65)*
Sector		
Agriculture, Forestry and Fishing	16.8%	*391*
Energy and Water	33.7%	*689*
Manufacturing	27.3%	*3789*
Construction	23.1%	*2683*
Distribution, Hotels and Restaurants	24.7%	*6991*
Transport and Communication	28.4%	*3441*
Banking and Finance	34.0%	*6336*
Public administration, education and health	53.8%	*11510*
Other services	29.9%	*2078*
Private or public sector?		
Private	30.3%	*29321*
Public	54.9%	*8590*

78 This variable was derived from responses to two questions. Anyone who responded 'Yes' to either: 'In the 3 months since [date] have you taken part in any education or any training connected with your job or a job that you might be able to do in the future (including courses that you have told me about already)?' OR 'May I just check, in the last three months, beginning [date], has your (previous or current) employer offered you any training or education either on, or away from, your job?' was coded as having taken part in or been offered job related training. Note that since the former question is not limited to employer provided/funded training, this may include people who are taking part in training funded by themselves or other sources.

Table A.5: Demographic, regional and sectoral variations in proportion of employed/self-employed seeking new/additional job (LFS, Q4 2015)

	% seeking new/ additional job	*Base (unweighted) – employed or self-employed in main job only*
Gender		
Male	6.5%	*22700*
Female	6.5%	*21490*
Age		
16-24	10.8%	*4686*
25-34	7.7%	*8789*
35-44	7.0%	*10232*
45-54	5.6%	*11130*
55-64	3.2%	*7439*
65+	0.5%	*1914*
Disability (Equality Act definition)		
Yes	8.7%	*5010*
No	6.2%	*38948*
Ethnicity		
White	6.2%	*39660*
Mixed/multiple	9.4%	*364*
Indian	6.4%	*1048*
Pakistani	7.3%	*572*
Bangladeshi	11.9%	*193*
Chinese	6.8%	*203*
Other Asian	9.1%	*483*
Black/African/Caribbean	11.8%	*1084*
Other ethnic group	9.4%	*535*
Region		
North East	7.0%	*1750*
North West	6.5%	*4818*
Yorkshire & Humber	6.3%	*3895*
East Midlands	6.4%	*3353*
West Midlands	6.1%	*3770*
East of England	5.8%	*4430*
London	8.1%	*4853*
South East	6.5%	*6302*
South West	6.1%	*3859*
Wales	7.1%	*2032*
Scotland	6.0%	*3568*
Northern Ireland	4.5%	*1560*
Sector		

	% seeking new/ additional job	*Base (unweighted) – employed or self-employed in main job only*
Agriculture, Forestry and Fishing	2.9%	*530*
Energy and Water	5.9%	*765*
Manufacturing	5.5%	*4261*
Construction	3.6%	*3119*
Distribution, Hotels and Restaurants	8.7%	*8038*
Transport and Communication	6.0%	*3905*
Banking and Finance	6.9%	*7368*
Public administration, education and health	6.4%	*13562*
Other services	5.6%	*2493*
Private or public sector?		
Private	6.8%	*33994*
Public	5.3%	*10060*

Table A.6 – Reasons for looking for another job (LFS, Q4 2015)

Other aspects of present job unsatisfactory	28%
Pay unsatisfactory in present job	27%
Other reasons	20%
Respondent wants to change occupation	20%
Present job may come to an end	14%
Present job fills in time before finding another job	11%
Wants to work longer hours than in present job	11%
Respondent wants to change sector	11%
Journey to work unsatisfactory in present job	7%
Wants to work shorter hours than in present job	5%
Sample size (unweighted)	***2,332***

Base = all those currently in employment and looking for a new job

Table A.8: Demographic, regional and sectoral variations in underemployment (LFS, Q4 2015)

	% under-employed (looking for additional job/new job to work more hours/say would like to work more hours in current job/ part time but prefer full time)	*Base (unweighted) – all those employed or self-employed in main job*
Gender		
Male	11.1%	*22711*
Female	14.5%	*21496*
Age		
16-24	22.5%	*4681*
25-34	13.4%	*8797*
35-44	12.2%	*10241*
45-54	10.9%	*11135*
55-64	9.2%	*7437*
65+	4.9%	*1916*
Disability (Equality Act definition)		
Yes	15.0%	*5006*
No	12.4%	*38958*
Ethnicity		
White	12.1%	*39660*
Mixed/multiple	15.3%	*364*
Indian	11.7%	*1054*
Pakistani	16.2%	*575*
Bangladeshi	25.1%	*194*
Chinese	15.5%	*205*
Other Asian	18.8%	*485*
Black/African/Caribbean	20.9%	*1087*
Other ethnic group	23.6%	*536*
Region		
North East	13.7%	*1747*
North West	12.8%	*4817*
Yorkshire & Humber	13.3%	*3895*
East Midlands	12.7%	*3359*
West Midlands	12.1%	*3770*
East of England	11.8%	*4431*
London	14.2%	*4868*
South East	12.0%	*6306*
South West	12.1%	*3855*
Wales	15.3%	*2031*
Scotland	12.5%	*3568*
Northern Ireland	9.5%	*1560*

	% under-employed (looking for additional job/new job to work more hours/say would like to work more hours in current job/ part time but prefer full time)	*Base (unweighted) – all those employed or self-employed in main job*
Sector		
Agriculture, Forestry and Fishing	5.8%	*529*
Energy and Water	6.7%	*765*
Manufacturing	8.3%	*4262*
Construction	9.1%	*3119*
Distribution, Hotels and Restaurants	20.1%	*8037*
Transport and Communication	9.5%	*3910*
Banking and Finance	10.5%	*7370*
Public administration, education and health	12.4%	*13564*
Other services	17.3%	*2495*
Private or public sector?		
Private	13.2%	*33997*
Public	10.9%	*10067*

Table A.8: Regional and sectoral variations in % agree/strongly agree with various measures of employee engagement (WERS, 2011)

	I share many of the values of my organisation	I feel loyal to my organisation	I am proud to tell people who I work for	Mean % agree across the 3 statements	*Base (excludes don't knows/ refusals)*
Region					
North East	68.7%	78.6%	71.0%	72.8%	*987*
North West	62.8%	72.7%	66.0%	67.2%	*3010*
Yorkshire & Humber	62.0%	71.4%	67.7%	67.0%	*1692*
East Midlands	63.3%	77.3%	71.6%	70.7%	*1545*
West Midlands	64.4%	76.3%	68.4%	69.7%	*1770*
East of England	61.3%	74.5%	63.0%	66.3%	*1736*
London	67.9%	73.9%	69.3%	70.4%	*2223*
South East	67.7%	77.1%	67.6%	70.8%	*3050*
South West	65.0%	76.4%	68.1%	69.8%	*1892*
Scotland	66.0%	74.5%	68.0%	69.5%	*2364*
Wales	66.5%	75.0%	70.0%	70.5%	*1104*
Sector					
Manufacturing	56.0%	72.0%	61.7%	63.2%	*2020*
Electricity, gas, steam and air conditioning supply	70.1%	74.2%	65.4%	69.9%	*467*
Water supply, sewerage and waste management	47.0%	71.2%	67.0%	61.7%	*308*
Construction	64.8%	79.3%	70.5%	71.5%	*716*
Wholesale and retail	64.0%	77.7%	68.3%	70.0%	*1647*
Transportation and storage	47.1%	66.7%	56.6%	56.8%	*1347*
Accommodation and food services	64.9%	76.6%	68.0%	69.8%	*677*
Information and communication	69.0%	75.2%	68.7%	71.0%	*463*
Financial and insurance activities	69.2%	73.4%	72.7%	71.8%	*313*
Real estate activities	76.2%	79.5%	73.8%	76.5%	*638*
Professional, scientific and technical	68.8%	76.1%	73.1%	72.7%	*1028*
Administrative and support service activities	59.5%	72.4%	65.8%	65.9%	*582*
Public administration and defence	58.4%	61.9%	50.9%	57.1%	*2468*
Education	77.5%	81.6%	78.9%	79.3%	*3756*
Human health and social work	70.3%	77.5%	71.8%	73.2%	*3543*
Arts, entertainment and recreation	60.5%	74.2%	67.8%	67.5%	*843*
Other service activities	73.3%	81.7%	73.4%	76.1%	*557*

	I share many of the values of my organisation	I feel loyal to my organisation	I am proud to tell people who I work for	Mean % agree across the 3 statements	*Base (excludes don't knows/ refusals)*
Socio-economic classification					
Higher managerial and professional	68.4%	70.9%	69.6%	69.6%	1899
Lower managerial and professional	72.9%	79.1%	73.8%	75.3%	5007
Intermediate occupations	67.4%	75.2%	68.0%	70.2%	6040
Lower supervisory and technical	62.5%	76.8%	67.4%	68.9%	912
Semi-routine occupations	60.5%	74.2%	64.6%	66.4%	5302
Routine occupations	56.3%	72.7%	64.5%	64.5%	2137

Table A.9: Demographic, regional and sectoral variations in % agree/disagree 'I often find it difficult to fulfil my commitments outside of work because of the amount of time I spend on my job' (WERS, 2011)

	Agree	Neither	Disagree	*Base (excludes don't knows/ refusals)*
Gender				
Male	29.9%	26.3%	43.7%	*9538*
Female	24.6%	22.7%	52.7%	*12199*
Age				
16-29	26.1%	23.0%	50.9%	*3988*
30-39	31.6%	24.9%	43.5%	*4595*
40-49	28.8%	25.0%	46.2%	*6143*
50-59	25.8%	25.7%	48.5%	*5299*
60-64	18.4%	22.6%	59.0%	*1285*
65+	11.6%	20.0%	68.4%	*414*
Disability[79]				
No limiting health problem or disability	26.5%	24.4%	49.1%	*19615*
Limiting health problem or disability	34.8%	24.8%	40.3%	*2092*
Ethnicity				
White	27.1%	24.4%	48.5%	*19512*
Mixed	28.0%	22.1%	49.9%	*237*
Asian/Asian British	32.7%	23.5%	43.8%	*877*
Black/Black British	27.3%	24.2%	48.5%	*385*
Other	-	-	-	*81*
Region				
North East	25.9%	24.0%	50.1%	*1008*
North West	24.7%	26.3%	49.0%	*3097*
Yorkshire & Humber	25.4%	25.9%	48.7%	*1727*
East Midlands	27.0%	24.5%	48.5%	*1584*
West Midlands	28.6%	25.0%	46.4%	*1815*
East of England	26.7%	26.8%	46.4%	*1765*
London	34.5%	22.3%	43.2%	*2269*
South East	27.6%	23.3%	49.1%	*3109*
South West	24.0%	23.9%	52.1%	*1939*
Scotland	25.4%	23.1%	51.4%	*2407*
Wales	21.8%	27.7%	50.4%	*1134*

79 Employees are asked whether or not their day-to-day activities are limited because of a health problem or disability which has lasted or is expected to last at least 12 months.

	Agree	Neither	Disagree	*Base (excludes don't knows/ refusals)*
Sector				
Manufacturing	24.8%	27.6%	47.6%	*2077*
Electricity, gas, steam and air conditioning supply	24.7%	28.5%	46.8%	*469*
Water supply, sewerage and waste management	15.0%	32.7%	52.4%	*322*
Construction	26.0%	29.6%	44.4%	*738*
Wholesale and retail	23.3%	21.5%	55.2%	*1692*
Transportation and storage	34.3%	27.2%	38.4%	*1379*
Accommodation and food services	30.8%	22.3%	46.9%	*707*
Information and communication	25.2%	21.4%	53.4%	*466*
Financial and insurance activities	27.9%	22.8%	49.3%	*319*
Real estate activities	21.3%	24.9%	53.7%	*649*
Professional, scientific and technical	32.7%	23.6%	43.7%	*1041*
Administrative and support service activities	24.1%	27.2%	48.7%	*597*
Public administration and defence	27.4%	24.8%	47.8%	*2512*
Education	31.4%	24.6%	44.0%	*3825*
Human health and social work	25.7%	23.8%	50.5%	*3624*
Arts, entertainment and recreation	23.7%	26.1%	50.2%	*870*
Other service activities	28.2%	23.4%	48.4%	*567*
Earnings before tax				
Lower (up to £220/week)	14.9%	22.0%	63.2%	*4403*
Middle (£221-£520/week)	25.6%	25.0%	49.3%	*10190*
Higher (£521+/week)	38.3%	24.8%	36.9%	*6303*

Table A.10: Demographic, regional and sectoral variations in % satisfied with 'The sense of achievement you get from your work' (WERS, 2011)[80]

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied/ very dissatisfied	*Base (excludes don't knows/ refusals)*
Gender					
Male	19.8%	51.1%	19.4%	9.8%	*9490*
Female	23.5%	53.4%	15.5%	7.7%	*12145*
Age					
16-29	20.4%	47.3%	20.5%	11.7%	*3965*
30-39	19.1%	54.3%	17.5%	9.1%	*4579*
40-49	21.6%	54.0%	16.3%	8.1%	*6123*
50-59	23.0%	52.8%	16.8%	7.5%	*5267*
60-64	27.4%	51.8%	15.0%	5.9%	*1273*
65+	34.2%	53.5%	9.4%	2.9%	*414*
Disability[80]					
No limiting health problem or disability	22.0%	52.7%	16.9%	8.4%	*19517*
Limiting health problem or disability	18.6%	48.0%	21.4%	12.0%	*2088*
Ethnicity					
White	21.5%	52.5%	17.4%	8.6%	*19427*
Mixed	18.3%	49.3%	18.6%	13.8%	*236*
Asian/Asian British	22.3%	57.7%	12.1%	8.0%	*869*
Black/Black British	29.3%	46.3%	14.6%	9.8%	*380*
Other	-	-	-	-	*81*
Region					
North East	21.1%	53.8%	18.4%	6.7%	*1004*
North West	20.2%	50.8%	19.3%	9.7%	*3081*
Yorkshire & Humber	21.7%	49.8%	18.6%	10.0%	*1716*
East Midlands	21.9%	52.9%	16.5%	8.6%	*1575*
West Midlands	22.6%	53.7%	15.1%	8.6%	*1810*
East of England	20.9%	53.4%	17.8%	7.8%	*1761*
London	21.3%	52.4%	16.3%	10.0%	*2258*
South East	22.2%	51.9%	17.2%	8.6%	*3104*
South West	22.2%	54.9%	15.8%	7.1%	*1924*
Scotland	22.1%	51.9%	18.7%	7.4%	*2392*
Wales	25.2%	50.1%	15.7%	9.0%	*1134*

80 Employees are asked whether or not their day-to-day activities are limited because of a health problem or disability which has lasted or is expected to last at least 12 months.

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied/ very dissatisfied	*Base (excludes don't knows/ refusals)*
Sector					
Manufacturing	14.6%	52.7%	22.1%	10.6%	*2066*
Electricity, gas, steam and air conditioning supply	18.7%	54.9%	16.9%	9.5%	*468*
Water supply, sewerage and waste management	16.9%	53.3%	23.0%	6.8%	*320*
Construction	25.1%	56.2%	13.7%	5.0%	*734*
Wholesale and retail	19.4%	52.9%	19.7%	8.0%	*1687*
Transportation and storage	12.0%	50.9%	25.6%	11.6%	*1365*
Accommodation and food services	24.3%	47.6%	18.3%	9.8%	*701*
Information and communication	20.4%	56.0%	16.4%	7.2%	*467*
Financial and insurance activities	19.9%	49.3%	18.6%	12.2%	*318*
Real estate activities	25.3%	54.0%	13.1%	7.6%	*648*
Professional, scientific and technical	20.1%	56.2%	14.8%	8.8%	*1042*
Administrative and support service activities	21.4%	52.8%	17.4%	8.5%	*598*
Public administration and defence	15.7%	49.2%	22.2%	12.9%	*2497*
Education	33.0%	50.8%	10.3%	6.0%	*3808*
Human health and social work	27.8%	52.8%	12.6%	6.7%	*3610*
Arts, entertainment and recreation	25.7%	49.1%	17.9%	7.2%	*864*
Other service activities	31.4%	48.7%	13.5%	6.4%	*566*
Earnings before tax					
Lower (up to £220/week)	23.8%	51.1%	17.5%	7.6%	*4380*
Middle (£221-£520/week)	20.0%	51.0%	19.0%	10.0%	*10146*
Higher (£521+/week)	22.7%	55.4%	14.4%	7.6%	*6285*

Table A.11: Regional and sectoral variations in low scores across various measures of 'fulfilling work' (WERS, 2011)

Theme		Pay		Job security		T&C	Training/ development	
Measure	Mean additive score (min = 13, max = 39)	% pay <= £220/ week	% Disat. With pay	% Not on perm contract	% Disag. job secure	% No flex working arrangements avail	% No days training last 3 months	% Dissat. with opps to develop skills
ALL	30.6	20%	34%	7%	17%	29%	32%	20%
Region								
East of England	30.2	20%	34%	7%	19%	35%	34%	19%
West Midlands	30.3	25%	34%	6%	16%	32%	36%	20%
North West	30.4	21%	37%	8%	20%	28%	32%	20%
Yorkshire & Humber	30.4	26%	33%	7%	22%	26%	36%	20%
East Midlands	30.6	21%	34%	6%	16%	34%	30%	17%
Wales	30.6	24%	35%	10%	19%	26%	34%	21%
South East	30.7	19%	32%	6%	16%	25%	30%	20%
South West	30.7	21%	33%	6%	17%	30%	32%	20%
London	30.8	9%	36%	7%	17%	26%	27%	21%
North East	30.9	22%	36%	8%	12%	37%	26%	17%
Scotland	30.9	18%	33%	7%	14%	31%	33%	19%
Sector								
Transportation and storage	28.5	7%	33%	6%	29%	46%	45%	26%
Manufacturing	29.9	6%	35%	4%	17%	43%	41%	24%
Arts, entertainment and recreation	29.9	39%	37%	15%	25%	37%	31%	18%
Public administration and defence	30.0	9%	44%	4%	37%	11%	24%	27%
Accommodation and food services	30.2	46%	36%	16%	12%	28%	37%	16%
Administrative and support service activities	30.3	19%	34%	8%	18%	38%	40%	23%
Wholesale and retail	30.4	40%	37%	6%	9%	41%	45%	15%
Other service activities	30.6	36%	23%	13%	19%	31%	36%	20%
Construction	31.0	7%	31%	5%	16%	42%	34%	16%
Water supply, sewerage and waste management	31.1	6%	31%	1%	7%	40%	28%	15%
Education	31.1	28%	30%	14%	17%	16%	25%	17%
Information and communication	31.2	6%	36%	5%	20%	24%	33%	23%
Financial and insurance activities	31.2	4%	29%	1%	10%	24%	25%	25%
Human health and social work	31.3	28%	38%	7%	17%	23%	14%	18%
Professional, scientific and technical	31.4	4%	29%	5%	14%	23%	29%	19%
Electricity, gas, steam and air conditioning supply	32.1	1%	19%	4%	14%	26%	16%	16%
Real estate activities	32.1	11%	29%	8%	16%	16%	16%	15%

Over-emp	Agency at work		Engagement			Work-life balance	Management support	Work that has meaning	*Base*
% Usual hours 20% + in excess of contract	% Dissat. with scope for initiative	% Dissat. with infl. Over job	% Disag. Share org values	% Disag. loyal to org	% Disag. proud of who work for	% Agree diff to fulfil outside comms. 'cos of work	% Bad/ very bad man-emp rels	% Dissat. with sense of ach from work	
19%	8%	20%	8%	8%	9%	27%	13%	9%	*21981*
16%	8%	21%	8%	8%	12%	26%	14%	8%	*1782*
22%	8%	18%	9%	7%	8%	29%	15%	9%	*1822*
14%	9%	22%	8%	9%	10%	25%	14%	10%	*3113*
16%	10%	19%	8%	9%	10%	25%	16%	10%	*1737*
20%	8%	17%	7%	7%	8%	27%	12%	9%	*1593*
16%	7%	21%	5%	5%	7%	22%	15%	9%	*1142*
23%	9%	22%	7%	8%	10%	27%	13%	9%	*3125*
17%	9%	22%	7%	7%	8%	24%	12%	7%	*1949*
24%	8%	20%	7%	9%	9%	34%	11%	10%	*2289*
19%	8%	14%	7%	6%	7%	26%	13%	7%	*1015*
18%	7%	18%	8%	7%	8%	25%	13%	7%	*2414*
24%	17%	24%	15%	11%	15%	34%	28%	11%	*1385*
18%	8%	24%	10%	9%	11%	25%	16%	11%	*2088*
13%	10%	16%	6%	7%	7%	24%	12%	7%	*874*
11%	14%	25%	10%	14%	20%	27%	17%	13%	*2519*
18%	8%	13%	6%	7%	10%	31%	10%	10%	*710*
14%	8%	18%	10%	10%	11%	24%	14%	8%	*604*
17%	8%	18%	7%	6%	8%	23%	11%	8%	*1700*
19%	8%	21%	6%	3%	7%	28%	10%	6%	*572*
24%	4%	15%	8%	6%	8%	26%	10%	5%	*744*
17%	11%	15%	11%	11%	9%	15%	17%	7%	*324*
28%	6%	19%	5%	5%	5%	31%	12%	6%	*3849*
16%	7%	28%	7%	12%	8%	25%	7%	7%	*469*
26%	11%	24%	6%	7%	8%	28%	10%	12%	*320*
13%	7%	14%	6%	5%	6%	25%	14%	7%	*3653*
26%	7%	22%	6%	9%	7%	32%	8%	9%	*1048*
23%	10%	20%	6%	9%	9%	25%	17%	9%	*469*
12%	5%	15%	2%	4%	5%	21%	9%	8%	*653*

Table A.12: Changes in mean 'fulfilling work' scores 2004-2011 (WERS)

	2004	2011
ALL	30.34	30.61
Sector		
Manufacturing	29.25	30.01
Electricity, gas, and water	29.90	31.86
Construction	30.87	31.17
Wholesale and retail	30.23	30.38
Hotel and restaurants	30.45	30.18
Transportation and communication	29.69	28.86
Financial services	30.04	31.22
Other business services	30.72	31.35
Public administration	30.59	30.00
Education	30.47	31.07
Health	31.46	31.34
Other community services	30.52	30.30
Region		
North East	29.75	30.91
North West	30.30	30.44
Yorkshire & Humber	30.20	30.42
East Midlands	30.37	30.58
West Midlands	30.19	30.29
East of England	30.06	30.23
London	30.86	30.82
South East	30.70	30.72
South West	30.40	30.68
Scotland	30.01	30.90
Wales	30.64	30.63
Income band		
Low	29.89	29.87
Middle	29.91	30.10
High	31.47	31.96
Private or public sector?		
Private	30.23	30.59
Public/third sector	30.58	30.64
Income band		
Low	29.89	29.87
Middle	29.91	30.10
High	31.47	31.96
Private or public sector?		
Private	30.23	30.59
Public/third sector	30.58	30.64

Annex B – Creating a combined 'fulfilling work' score

The mean scores presented in the first column of Table A.11 were created by combining findings from across the 16 questions also shown in that table. The first stage in creating this variable was to recode each of these questions so that respondents were divided into those with 'low', 'medium' and 'high' scores. The basis on which each variable was coded is shown in Table B.2, below. Scores for WERS 2004 were created on a very similar basis, although in three cases slightly different variables were used due to changes in the questionnaire over time.[81]

Once recoded, each variable was entered into a factor analysis to check for correlations between variables and to assess which variables might cluster together in underlying 'core' factors. This analysis showed that response to the two measures of 'agency at work' (dissatisfaction with scope for initiative and dissatisfaction with influence over job) were highly correlated and also appeared together in the same factor. The three measures of engagement (share organisational values, loyal to organisation, proud of who work for) were also highly correlated and appeared in the same factor (see rotated component matrix, below). Given this, these variables were condensed into two combined variables – one measuring agency and one measuring engagement – before the combined variable for 'fulfilling work' was created. This gave a total of 13 variables that fed into the combined measure. The combined variable was then created by simply adding together scores for each variable (where 1 = low score, 2 = medium score and 3 = high score). The maximum score on the combined variable (three on each of the component variables) was 39 and the minimum (one on each of the 13 component variables) was 13.

Table B.1 – Factor analysis: Rotated component matrix

Rotated component matrix	Component				
	1	2	3	4	5
Actual pay	.038	-.054	-.534	.395	.376
Satisfaction with pay	.257	.379	.085	.261	.223
Nature of contract	-.071	-.003	.011	-.009	.876
Feel job is secure	.277	.495	.117	-.098	.350
Availability of 1 or more flex working arrangements	.166	-.038	.045	.751	.028
Amount of employer provided training last 3 months	-.050	.354	-.170	.599	-.088
Satisfaction with opportunity to develop skills	.231	.805	.040	.152	-.041
Usual hours in excess of contracted hours?	-.084	-.015	.751	-.049	.049
Satisfaction with scope for using initiative	.417	.544	-.122	-.088	.074
Satisfaction with influence over job	.092	.793	.152	.167	-.107
Share many org values	.747	.103	-.035	.206	.002
Feel loyal to org	.828	.149	.028	.015	-.002
Proud to tell people who work for	.804	.223	.035	.032	.002
Find it diff to fulfil out of work commitments 'cos of job	.135	.111	.726	.065	.048
View of management-employee relations	.561	.388	.119	.105	-.048
Satisfaction with sense of achievement from work	.498	.513	-.091	-.116	.059

81 Satisfaction with training was used in 2004 in lieu of satisfaction with opportunity to develop skills. It was also not possible to calculate usual hours in excess of contracted hours in 2004, as the questionnaire asked about overtime instead of contracted hours. For 2004 we therefore looked at overtime as a % of hours worked instead. Finally, the 2004 questionnaire did not ask the same question about work-life balance, so agreement/disagreement with 'I worry a lot about my work outside working hours' was used instead as a substitute.

Table B.2 – Components of combined measure

Theme-	Sub-theme	Question from WERS	Low score (1)	Medium score (2) (any cases missing on a specific measure also given a score of 2)	High score (3)
Quality of work	Pay	QE11 – take home pay before tax	<£220/week	£221-520/week	£521+/week
	Pay	QA8f – satisfaction with amount of pay received	Dissatisfied/very dissatisfied	Neither satisfied nor dissatisfied	Very satisfied/ satisfied
	Job security	QA2 – nature of contract	Temporary/fixed period	Unknown	Permanent
	Job security	QA5c – feel job is secure in this workplace	Disagree/ strongly disagree	Neither agree nor disagree	Agree/ strongly agree
	Terms and conditions	QB1 – question on use of/ availability of various kinds of flexible working arrangement (used or available counted as 'available')	No flexible working arrangements available	1-3 options for flexible working available	4+ options for flexible working available
	Access to training	QB3 – How much training had in last 12 months, paid for/organised by employer?	None	Less than 5 days	5 days or more
	Access to training/ development	QA8e – satisfaction with opportunity to develop skills in job	Dissatisfied/very dissatisfied	Neither satisfied nor dissatisfied	Very satisfied/ satisfied
Availability of work	Over employment	Derived from QA3 (basic or contractual hours excluding overtime) and QA4 (usual hours including overtime)	Usual hours in excess of contracted hours by 20% or more	Usual hours in excess of contracted hours by 0-19%	Usual hours not in excess of contracted hours
Work and wellbeing	Personal agency at work	QA8b – satisfaction with scope for using your own initiative	Dissatisfied/very dissatisfied	Neither satisfied nor dissatisfied	Very satisfied/ satisfied
	Personal agency at work	QA8c – satisfaction with amount of influence over job	Dissatisfied/very dissatisfied	Neither satisfied nor dissatisfied	Very satisfied/ satisfied
	Engagement at work	QC1b – share many of the values of the organisation	Disagree/ strongly disagree	Neither agree nor disagree	Agree/ strongly agree
	Engagement at work	QC1c – feel loyal to my organisation	Disagree/ strongly disagree	Neither agree nor disagree	Agree/ strongly agree
	Engagement at work	QC1d – proud to tell people who I work for	Disagree/ strongly disagree	Neither agree nor disagree	Agree/ strongly agree
	Work-life balance	QB2a – I often find it difficult to fulfil my commitments outside of work because of the amount of time I spend on my job	Agree/strongly agree	Neither	Disagree/ strongly disagree
	Management support	QC3 – in general, how would describe relations between managers and employees	Very poor/poor	Neither	Good/very good
	Work that has meaning	QA8a – satisfaction with sense of achievement get from work	Dissatisfied/very dissatisfied	Neither satisfied nor dissatisfied	Very satisfied/ satisfied

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Rachel Ormston
Associate Director
Rachel.Ormston@ipsos.com

Steven Hope
Managing Director
Steven.Hope@ipsos.com

For more information

Ipsos MORI Scotland
4 Wemyss Place
Edinburgh
EH3 6DH

t: +44 (0)131 220 5699
f: +44 (0)131 220 6449
www.ipsos-mori.com
http://twitter.com/IpsosMORIScot

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